

VOLUNTEERS IN PARKS

Program Guidelines



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Interpretation and Education Division

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To request copies of this handbook or to suggest improvements,
please contact the Volunteer Programs Coordinator at
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INTRODUCTION

1. Department Mission Statement

The mission of the California Department of Parks and Recreation is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valuable natural and cultural resources, and creating opportunities for high quality outdoor recreation.

2. Volunteers in Parks Program Description

The Volunteers in Parks (VIP) Program provides an organized, efficient, cost-effective, and legally-based approach to managing a wide range of volunteer programs in California State Parks. (Note: The department's official name is "**California State Parks.**" In the *Volunteers in Parks Program Guidelines*, the official name is shortened to "the department" or "DPR.")

3. Legal Authority

In 1978, with the passage of the California State Government Volunteers Act (Government Code §3110 through §3119.5), the Governor and the Legislature recognized the value of volunteerism to state government and all of California.

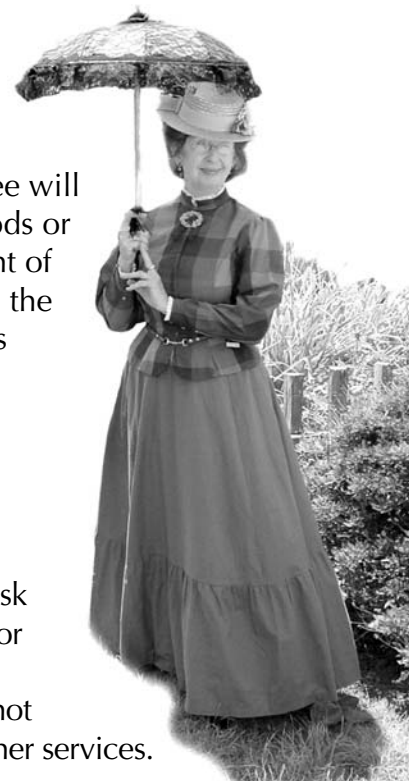
The department developed the Volunteers in Parks (VIP) Program in compliance with the Act. A summary of legislative authority is found in Appendix 3: Legal/Administrative References.

4. Definition of a Volunteer

A California State Parks volunteer is an individual under the direction of department personnel who, of his or her own free will and without compensation or financial gain, contributes goods or services to assist California State Parks in the accomplishment of its mission. Volunteers are not considered employees within the legal meaning of the term and do not have the same rights as employees.

5. Department Recruitment Policy

Volunteers are recruited without regard to race, religion, color, ancestry, gender, sexual orientation, age, national origin, or disability. Each volunteer must be given a specific, identified task and be able to perform safely and adequately the work that he or she is assigned. The relationship between a volunteer and the department must be one of mutual benefit. The department is not obligated to accept or retain any person who volunteers his or her services.



6. Historical Background of Volunteer Service

California State Parks volunteers follow a proud tradition of direct citizen initiative and voluntary action in support of public parks that dates to the 19th century. Volunteer participation in public parks began in the mid-1860s when concerned citizens helped to establish Yosemite as California's first state park. From that time forward, the state's park volunteers have never wavered from serving the needs of Californians and visitors from all over the world. A brief history of California State Parks is found in Appendix 1 – General Information.

Today, Californians enjoy one of the largest and most popular park systems in the world. The diversity and beauty of California's state parks attract more than 90 million visitors annually, challenging park managers to seek alternative and cost efficient ways of providing needed maintenance, visitor programs and overall operational support.

7. The Value of Volunteers

Volunteers are integral to the overall operation of our state parks. Enabling citizens to be involved actively with DPR programs increases public support for state parks and helps individuals better understand management decisions. Volunteers can enhance existing programs or begin new projects at a minimal cost to taxpayers. They can provide service on a temporary basis or on long-term assignments. Volunteers often bring expertise that is not otherwise available to the department. Such volunteer efforts add to and enrich the visitor's experience and are of personal value to the volunteers themselves.

Groups of volunteers may be recruited for projects that relate to their specific organizational goals and interests. For example, a volunteer project could be designed to fulfill requirements for schoolwork or scout merit badges. Short-term projects requiring large numbers of people, such as maintenance of a lengthy segment of trail or assisting with a major special event can be accomplished through group involvement. The advantage of mobilizing such groups is that they have their own leadership and infrastructure, and generally maintain their own workers' compensation and liability insurance. As a result, the project becomes more beneficial to DPR.

The reasons why people volunteer for California State Parks are as numerous as the types of work they do. Most volunteers have more than one reason or objective for donating their time, but a common motivation is the satisfaction of performing a needed job and doing it well. Volunteering gives an individual the opportunity to do things he or she wants to do or can learn to do. Although many people volunteer their career-related skills, others prefer doing jobs that are entirely different from their everyday work.

Volunteers come from a variety of backgrounds and possess different abilities and desires. Some thrive on interacting with people and others prefer working alone. Personal interaction and socializing among volunteers, and between staff and volunteers, contribute to a healthy and active volunteer program.

In 2003, over 10,752 volunteers gave 923,991 hours of their time, talents and energies to California State Parks. Volunteers provided an estimated equivalent value of over \$15.8 million in support for state park programs and projects, based on the nationally accepted volunteer hour equivalent of \$17.19 per hour in 2003. The chart below summarizes the numbers of volunteers and the hours VIPs contributed over the last decade.

Volunteers in Parks—Summary 1993 - 2003

Year	Number of Volunteers	Hours Contributed
1993	8,732	672,688
1994	11,041	732,610
1995	11,882	885,524
1996	12,074	968,234
1997	14,945	1,027,297
1998	15,081	952,411
1999	13,126	924,541
2000	12,289	921,250
2001	11,608	880,521
2002	10,410	893,690
2003	10,752	923,991

8. Volunteer Opportunities

Individuals in the Volunteers in Parks Program perform a variety of duties that assist staff and enhance services. Traditionally, volunteers have been associated with individual park units, providing a variety of visitor-related services under the guidance of park staff. Today, volunteers also work with state park staff, assisting with administrative duties at district offices and headquarters. The variety of activities that volunteers assist with and engage in is as diverse as the backgrounds and interests of the volunteers themselves. They include:

- Trail Construction and Maintenance
- Native Plant Enhancement
- Exotic Plant Removal
- Park Equipment Maintenance
- Interpretation for Visitors

- Education Programs for School Groups
- Living History
- Nature Walks
- Beach Cleanup
- Caring for Collections
- Video Programs
- Research
- Marketing
- Special Events
- Fundraising
- *And much, much more...!*



9. Specialized Volunteer Programs

Specialized volunteer programs are found throughout California State Parks. These programs generally require formal training and/or a specific time commitment from the prospective volunteer. Specialized programs include the following:

9.1 Docents

Docents are specifically trained volunteers who interpret the cultural, natural, and recreational resources of state parks for visitors. Individuals who enroll in docent programs embark upon a rigorous course of study and training that provides a strong foundation of expertise for interpreting the varied resources of a particular park unit. To that foundation the docent is encouraged to add his or her unique, individual approach and experiences. One of the most rewarding and challenging aspects of being a docent is the opportunity for ongoing education.

9.2 Camp Hosts

Camp hosts are recruited to be visible representatives of the department at campgrounds and day-use areas. In most cases they temporarily reside on site. Their volunteer duties include encouraging compliance with park rules and regulations (they do not perform actual law enforcement duties), collecting fees (when authorized), performing light janitorial duties, and furnishing information and assistance to park visitors. In addition to standard campground operations, camp hosts may also assist with a variety of other responsibilities, including children's programs, visitor centers and museums, and maintenance. As with all volunteers, hosts work under specific agreements and duty statements, and must receive orientation and training to perform their duties. The park employee with direct responsibility for the particular park supervises camp hosts.

9.3 Patrol Units

Several state parks offer opportunities for volunteers who own horses, mountain bikes, personal watercraft or off-highway vehicles to participate in trail safety patrols that augment regular state park ranger patrols. Patrol volunteers provide information and assistance to park visitors, and if authorized and properly trained, may provide first aid and other emergency assistance. They also help maintain trails within park units.

10. Using the *Volunteers in Parks Program Guidelines*

This handbook is designed to assist California State Parks staff in managing volunteer programs. Specifically, superintendents and volunteer coordinators should refer to the policies and procedures stated in this manual for guidance in developing and implementing volunteer programs in units under their jurisdiction. The Departmental Operations Manual (DOM), the Departmental Administrative Manual (DAM), and Departmental Notices provide additional information.

The *Volunteers in Parks Program Guidelines* is divided into four sections:

Introduction describes the VIP Program and places citizen involvement in park operations in historical, legal, qualitative and quantitative perspectives.

Program Policies detail departmental policies, guidelines, and legal requirements for managing volunteer programs within California State Parks. Also included is a section on Cooperating Associations and Volunteers, which states department policy regarding public benefit corporations under contract with DPR for the purpose of supporting and furthering the department's interpretive and educational services to park visitors.

Managing a Volunteer Program offers guidance and suggestions on establishing a program, including recruiting, selecting, training and rewarding volunteers.

Appendix contains reference material, including samples of required and optional forms that may be helpful to managers of volunteer programs.



1. PROGRAM POLICIES

1. Types and Eligibility of Volunteers

1.1 Individuals

1.1.1 Active Status

Each district shall establish standards for the minimum number of hours for volunteers to work to qualify for active status. These standards shall be based upon ongoing assessments of individual district and park program needs. For example, many volunteer programs require six to eight hours of volunteer work time per month after the initial training period as the minimum necessary to maintain active volunteer status. Other park units or districts may set higher time requirements, such as two days per month. Whatever the standard, **a designated department representative—defined as the division chief, district superintendent, section manager, or their designee—**must register and formally approve active volunteers prior to service. (See Registration of Volunteers and Conditional Appointments for other details.)

1.1.2 Inactive Status

An inactive volunteer is defined as a volunteer who has not met the minimum requirements for active status, as established by the district. They do not enjoy privileges or benefits beyond those of ordinary State Parks visitors. Inactive volunteers are not eligible to earn the *VIP District Pass* (DPR 208F).

The district volunteer coordinator, at the request of the unit volunteer coordinator, may place a volunteer on inactive status for a predetermined length of time if the volunteer fails to meet the established time requirement. Inactive status may also be granted for other reasons, such as for not completing initial or ongoing training, or upon written application by the volunteer stating that he or she will not be able to fulfill the required time obligation.

When a volunteer requests a return to active status, he or she must reapply in writing to the district volunteer coordinator or designee, who will determine if the request will be granted. Return to active status is not guaranteed, as the district or unit volunteer needs may have changed. If return to active status is approved, all volunteer sign-up documents must be reviewed and updated as needed. Reorientation or program training may also be necessary.

1.1.3 Short- and Long-Term Volunteers

Volunteers are categorized as either short term or long term. Short-term volunteers work for three days or less, usually on one-day special events such as Trail Days, Earth Day, or Coastal Cleanup Day. Long-term volunteers are those who work more than three days. The registration process and insurance coverage differ for each type of volunteer and are described in the section Registration of Volunteers.

1.2 Adults

Individuals over the age of 18 years are considered adults.

1.3 Emancipated Minors

The California Emancipation of Minors Law (California Family Code §7002) states that a person under the age of 18 years is an emancipated minor if any of the following conditions are satisfied:

- a. The person has entered into a valid marriage, whether or not the marriage has been dissolved.
- b. The person is on active duty with the armed forces of the United States.
- c. The person has received a declaration of emancipation pursuant to the California Family Code §7122.

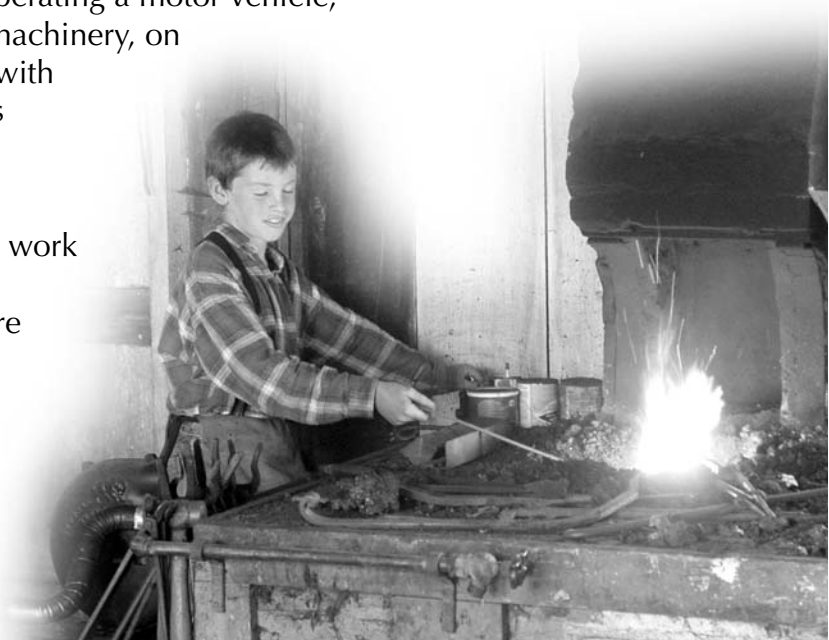
1.4 Juvenile Volunteers

Juveniles are defined as individuals under the age of 18, with the exception of emancipated minors. Juveniles may serve as volunteers provided the department has written consent on file from a parent or guardian

The district should determine minimum age requirements for specific tasks and times when parent or guardian presence is required.

Labor law regarding juveniles does not currently refer directly to volunteer activities. However, the health and safety laws concerning workers under the age of 18 must be followed:

- a. Any work considered potentially hazardous to life or limb is prohibited, such as operating a motor vehicle, working on or around machinery, on railroad equipment, or with hazardous chemicals, is prohibited.
- b. During the school year, juveniles may generally work a total of 32 hours each week, including no more than 4 hours on school days, 8 hours on Saturdays, and 4 hours on Sundays. Work permits issued by schools to students are recommended.



1.5 Groups

Organizations may provide volunteer services to the department under specific conditions and must agree to work under the supervision of a designated department representative. Group of volunteers are classified as organized or informal.

1.5.1 Organized Groups

Formal organized groups must possess current state and federal documents of incorporation and provide proof of accident insurance and/or workers' compensation coverage for each of its participants. Scouting programs, school groups, public and privately-held companies and small businesses, civic and other nonprofit corporations are examples.

1.5.2 Informal Groups

Informal groups are those without worker's compensation or accident insurance, and may include neighborhood organizations, community support groups, and other groups with common interests.

1.6 Departmental Employees and their Family Members

1.6.1 Department Employees as Volunteers

Department employees may volunteer their services, but the California Fair Labor Standards Act (*Employees Exempt Under the Act: 3. Volunteers*) prohibits state employees from participating in duties they are paid to perform within the scope of their employment. Duties that would appropriately be assigned based on State Personnel Board classification specifications, in addition to those on the employee's duty statement, are included. (See Appendix 3: Legal/Administrative References.) The department may not accept volunteer services that result in layoff or the reduction of hours or services of any existing state employee.

1.6.2 Family Members of Department Employees

Family members of employees may perform volunteer services for California State Parks, provided they follow all established guidelines. Department employees shall not act as designated representatives in signing the *Volunteer Service Agreement* (DPR 208) for volunteer services to be provided by their immediate family members. Refer to the department's nepotism policy (Departmental Notice 97-08) regarding placement of and working relationships between people with close personal relationships.

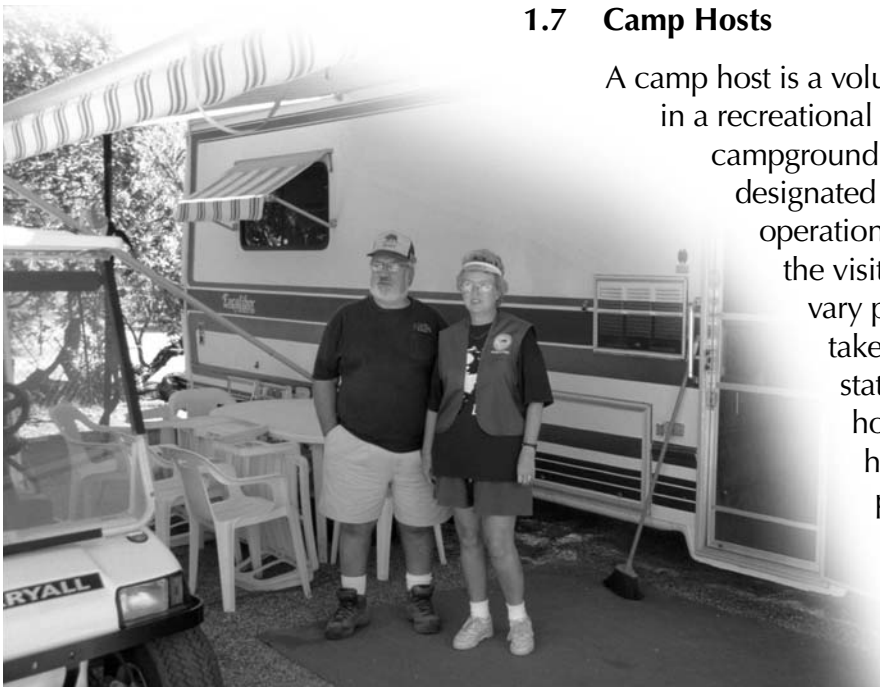
1.6.3 Former Department Employees

A former department employee may provide volunteer services under the following conditions:

1. The services provided are consistent with those stated in this policy.
2. The former employee has been clearly separated from the department for at least one full pay period. Note: This requires that actual time worked (ATW) employees are formally separated from state service, and not just “inactive.”
3. The former employee shall not, to the extent possible, be assigned to volunteer duties that they previously performed or could have performed while employed by the department.
4. No department supervisor or manager shall coerce or pressure any former employee to provide volunteer services. A superintendent who accepts volunteer services from a former employee shall inform the former employee that the department may not provide preferential treatment in any hiring decisions.
5. Volunteers, whether former employees or new hires, shall cease providing volunteer services one full pay period prior to applying for or being hired for any position with the department.
6. Any former employee now volunteering who is residing in state housing shall be subject to the same lease requirements as any other volunteer residing in state housing.
7. If a former employee offers to perform volunteer services for the department, the offer shall be referred to the designated department representative, as defined in the section Registering Volunteers. The department representative shall determine whether to accept volunteer services. If the representative is uncertain whether the department may properly accept the volunteer services, she/he shall discuss this matter with the respective supervisor.

1.7 Camp Hosts

A camp host is a volunteer who resides temporarily in a recreational vehicle or trailer in a campground or day-use area or other designated location and provides basic operational services and information to the visiting public. Camp host duties vary per position, so care should be taken to develop a clear duty statement for each position. Camp hosts are more visible and may have more contact with the public than other volunteers; therefore, their behavior both on and off duty is subject to the highest standards.



1.8 Cooperating Association Members as Department Volunteers

A prospective volunteer must clearly understand the difference between volunteering for the department and volunteering for a cooperating association. Volunteer duties performed in service to the department must be clearly differentiated from duties provided to the cooperating association. Volunteers need *not* be members of a cooperating association. Cooperating association members may sign up and serve as department volunteers using the registration processes established by the department. (Refer to Registration of Volunteers and Department Policy Regarding Cooperating Associations and Volunteers, for clarification on the distinction between department volunteers and cooperating association members.)

1.9 Student Interns

Paid interns are managed as seasonal employees, not as volunteers. College students whose salaries are paid by a university or an affiliated foundation are covered by workers' compensation through the entity under which they are hired, and are not considered department volunteers.

Unpaid interns are managed as volunteers, either short-term or long-term. Unpaid internships provide an opportunity for college and high school students to complement academic studies with career-related work experience. Supervisors of student interns are generally required to formally evaluate the work performance of students who receive course credit for volunteer work.

1.10 Court Referrals

Individuals referred by court jurisdictions are *not* volunteers, and volunteer registration documents are not authorized for use with court referrals. When court-referred individuals are used in state park units, the assigning court authority (county or city) is considered the general employer, with the State of California being the secondary employer. Any contract or Memorandum of Understanding (MOU) with the assigning court should address issues of workers' compensation, tort liability and indemnity, and should be reviewed by the Legal Office. The contract or Memorandum of Understanding with the assigning court authority must acknowledge the liability relationship prior to a court-referred individual beginning work in a state park unit. A division chief may make specific exceptions; in which case, the *Volunteer Service Agreement* (DPR 208) may be used.

2. PROGRAM POLICIES

2. Organizational and Reporting Structure

The management of the department's volunteer program is a multi-level task, with overall guidelines and policy development established and maintained through the volunteer programs coordinator in the Interpretation and Education Division. The diversity of volunteer programs and wide-ranging geographic locations of the programs require local management and supervision by individual district and park staff.

2.1 Volunteer Programs Coordinator

The volunteer programs coordinator in the Interpretation and Education Division serves as the statewide coordinator of the department's Volunteers in Parks Program (VIPP).

2.2 Division Chief/District Superintendent/Section Manager

Each shall designate a department representative to manage and supervise volunteer programs at the district and unit levels. Government Code Section 3119 requires that the department "provide sufficient staff for the effective management and development of volunteer programs."

2.3 District Volunteer Coordinator

The division chief/district superintendent/section manager designates the district volunteer coordinator and specifies volunteer coordinator duties in the employee's duty statement. The district volunteer coordinator will:

- plan, direct and oversee the volunteer program,
- coordinate volunteer program leaders' activities, including recruitment, screening, and required training of volunteers,
- coordinate the volunteer recognition program,
- compile and report the annual volunteer activity reports to the state volunteer programs coordinator in the Interpretation and Education Division,
- apprise the chief/superintendent/section manager of all program activities, relevant problems, and personnel issues.

2.4 Sector or Unit Volunteer Coordinator

Volunteer coordinators at the sector or unit level often have the lead responsibility for volunteer recruitment, orientation, training, scheduling, record keeping, performance evaluation and recognition. The sector or unit volunteer coordinator serves as the primary representative for meeting the requirements of Government Code §3119 (a) (b)

and (c). (Refer to Appendix 3—Legal/Administrative References.) As specifically delegated by the division chief/district superintendent/or section manager, the volunteer coordinator shall:

- maintain a close working relationship with the district volunteer coordinator,
- ensure that all volunteers complete the required administrative forms,
- prepare volunteer duty statements for approval by a supervisor,
- maintain volunteer records and statistics to be reported to the district volunteer coordinator annually or as required.

2.5 Volunteer Supervisor

Although nonsupervisory staff may provide most of the actual day-to-day oversight of a volunteer program, a designated department supervisor must accomplish supervisory-specific jobs such as hiring, firing, and providing formal performance appraisals.

2.6 Volunteer Lead Person

Where appropriate, a volunteer may act as a unit volunteer coordinator, provided the volunteer is under the direct supervision of a paid staff member and maintains close communication. It is recommended that the volunteer lead person and supervisor attend the department's volunteer management training when offered.

2.7 Annual Program Activity Reports

2.7.1 VIP District Activity Report

Each district volunteer coordinator shall submit an Annual Volunteer Activities Program Report, which will include a district summation of their respective parks' volunteer programs. The report should be submitted on the Volunteers In Parks Annual Program Activity Report form (a copy is included in the Appendix) or on a computer-generated report of similar format. The report is due annually by February 1 to the volunteer programs manager in the Interpretation and Education Division.

2.7.2 VIP Statewide Activity Report

The volunteer programs coordinator in the Interpretation and Education Division will prepare an Annual VIP Report. The calendar year report will include total volunteer hours (by category) provided in each district, a narrative synopsis of the previous year's program highlights and problems, and general goals for the coming year.

3. PROGRAM POLICIES

3. Registering Volunteers

3.1 Designated Department Representative

A designated department representative—defined as the division chief, district superintendent, section manager, or their designee (the district or unit volunteer coordinator)—must register volunteers prior to their performing service. Proper screening, interviewing, and placement of volunteers are essential to program success and required under Government Code Section §3119. All volunteer applicants shall be afforded appropriate confidentiality protection as specified in the section Processing Confidential Information.

3.2 Duty Statement Preparation

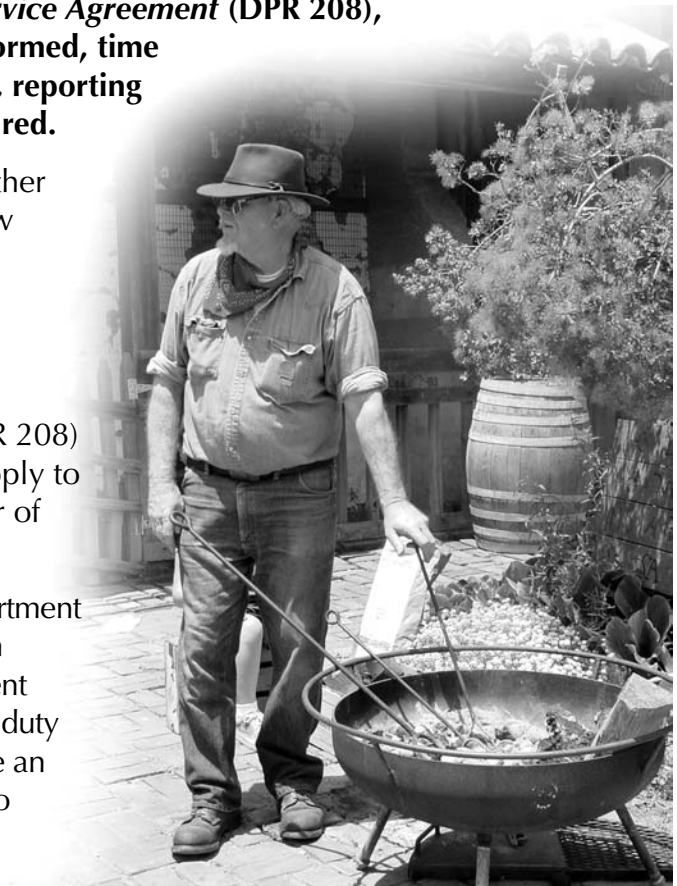
The unit, sector, or district volunteer coordinator shall prepare duty statements for each volunteer position before a volunteer begins service, and ensure that volunteers understand their duties and responsibilities. A single duty statement may be used for a particular category of volunteers, such as docents or camp hosts. **A duty statement must be attached to the *Volunteer Service Agreement* (DPR 208), clearly indicating the tasks to be performed, time requirements, performance standards, reporting authority, and training and skills required.**

Development of duty statements is further discussed in the chapter Starting a New Program. Sample duty statements are included in Appendix 1.

3.3 Volunteer Service Agreement

The *Volunteer Service Agreement* (DPR 208) is a standard document designed to apply to all volunteers and to address a number of issues, including the following:

- Expense reimbursement by the department is authorized only when approved in advance by the designated department representative and mentioned in the duty statement. Claimants must complete an *Oath of Allegiance* (STD 689) prior to submitting a reimbursement claim.



- Workers' compensation insurance coverage is provided for injuries in the scope of the volunteer's assigned duties.
- Tort liability issues will be addressed on a case by case basis.
- Intellectual property created by a volunteer while acting as a department volunteer belongs to the department.
- The volunteer grants the department the unrestricted right to copyright photographs taken of the volunteer while they are in service to the department. The department may reuse the photos, in whole or in part, in any manner, for any purpose and in any medium now known or hereinafter invented.
- The agreement must be mutually agreeable and may be cancelled at any time, with or without cause.
- The *Volunteer Service Agreement* (DPR 208) does not need to be completed annually, although information on the form must be kept current.

If exceptional circumstances exist at specific park units, the standard volunteer service agreement may be modified by written consent of both parties. In obtaining this consent, volunteer coordinators must contact the statewide volunteer program coordinator prior to modifying the document. The Chief of Interpretation and Education must approve any modification to the standard service agreement.

3.4 Processing Confidential Information

Confidential information is data such as a person's social security number, date of birth, driver's license or identification number, phone number, address, physical description, education, medical or other similar information that is sensitive in nature.

Personal information collected by the department from volunteer applicants is subject to both the *Information Practices Act* and the *Public Records Act*. In general, personal information is considered confidential and should be protected to the same extent as similar information contained in department personnel records for employees and job applicants, unless disclosure or other handling is required by the applicable laws.

All confidential information on volunteers should be forwarded to and retained by the designated division/district/sector personnel officer. Generally, only staff that normally has access to employee personnel files should be given access to a volunteer's confidential personal information. However, a volunteer coordinator who is an employee that does not normally have access to personnel files may have access to a volunteer's confidential information to the extent necessary to perform his or her duties as volunteer coordinator. The designated department representative shall determine the appropriate extent to which a volunteer coordinator may have access to a volunteer's confidential information in order to perform the employee's duties as volunteer coordinator.

Any questions about disclosure, including *Public Records Act* requests, should be addressed to the Legal Office.

3.5 Adult Individual Volunteers

3.5.1 Short-Term Individual Adult Volunteers

Short-term individual adult volunteers are registered using the *Special Project or Activity Sign-In* (DPR 208G). For projects/events sponsored jointly by the department and the California State Parks Foundation (CSPF), a *Special Project or Activity Sign-In for CSPF Joint Events* (DPR 208GG) is used.

The designated department representative should take the following steps when registering short-term individual volunteers:

1. Ensure that the disclaimer information on the *Special Project or Activity Sign-In* (DPR 208G) is available to all volunteers, either as handouts or copies posted in central locations.
2. Instruct each volunteer to read the disclaimer information on the *Special Project or Activity Sign-In* form.
3. Read aloud to the prospective volunteers, either individually or as a group, the entire disclaimer text printed on the *Special Project or Activity Sign-In* form.
4. Instruct each volunteer to print and sign his or her name on the sheet.
5. Provide an opportunity for each participant to ask questions.

3.5.2 Long-Term Individual Adult Volunteers

A volunteer who serves more than three days is considered a long-term volunteer and must be registered using a *Volunteer Service Agreement* (DPR 208). A duty statement must be signed and dated by both the volunteer and the designated department representative and kept on file with the volunteer's *Volunteer Service Agreement* (DPR 208). An *Essential Functions Health Questionnaire* (STD 910) is required of all long-term volunteers, and a fingerprint or other criminal history check using a *Request for Live Scan Service* (BCII 8016) may be required depending upon the volunteer's duties, such as working alone with juveniles or handling state funds.

Long-term volunteers from one park unit who serve as short-term volunteers at another park for special events or other activities that are approved by their volunteer coordinator retain their long-term volunteer status including workers' compensation insurance coverage. Scheduling and other details of service shall be arranged cooperatively between districts.

The designated department representative should follow these procedures when registering long-term individual volunteers:

1. Have the volunteer complete the top portion of the *Volunteer Service Agreement* (DPR 208), along with the Emergency Notification section.
2. The volunteer's social security number, driver's license number, and date of birth should be requested only if required, such as for a criminal history or driving record check. Refer to Section 3.4, Processing Confidential Information.

3. Review the service agreement with the volunteer, including work location and duty statement.
4. Have the volunteer and the designated department representative sign the *Volunteer Service Agreement* (DPR 208). **Note: If a background check is to be done, the department representative shall not sign the *Volunteer Service Agreement* (DPR 208) until the health and background checks are completed.)**
5. Attach the duty statement to the *Volunteer Service Agreement* (DPR 208).
6. Make a copy of the *Volunteer Service Agreement* (DPR 208) and the duty statement for the volunteer.
7. Utilize the periodic evaluation summary to record the volunteer's performance and to document changes in the volunteer's assignment.

3.5.3. Active and Inactive Status

Each district or individual park unit shall establish formal standards for the minimum number of hours that a volunteer must work in order to remain on active status. A minimum time requirement serves several needs. Most important, potential volunteers are made immediately aware of their need to commit a certain amount of time each week or each month, and thus are less likely to drop out soon after completing their training. Each volunteer must be informed of the minimum time requirement during the initial interview process, and it should be included on the duty statement as well.

In many cases, 6 to 8 hours per month are a reasonable minimum time commitment. If the required time standard is too small, you will spend significantly more time (and money) scheduling coverage. If your required standard is higher, such as 24 to 32 hours per month (common in many larger museums), you will have to schedule fewer people to cover your shifts, but you may encounter more difficulty in finding and maintaining enough volunteers willing or able to make such a time commitment.

3.6 Juveniles

3.6.1 Registration

Individual juveniles must complete the *Volunteer Service Agreement* (DPR 208) and the *Parental/Guardian Permission* (DPR 208C). Juveniles who are siblings may be registered on a single *Parental/Guardian Permission* (DPR 208C). Groups of juvenile volunteers are registered using the *Group Volunteer Services Agreement* (DPR 208B), and must attach a roster of all participants with names, addresses, and phone numbers.

3.6.2 Parental/Guardian Permission and/or Presence

The district shall determine minimum age requirements for specific tasks, hours of service and when a parent or guardian presence is required. *Parental/Guardian Permission* (DPR 208C) is required except when an organized group assumes responsibility for obtaining parental/guardian permission and registers the group using

the *Volunteer Group Services Agreement* (DPR 208B). A supervisor or program leader must approve the *Parental/Guardian Permission* (DPR 208C). Work permits are recommended, although not required.

Juveniles who arrive in a state park with adults who are not their parents or legal guardians shall not be allowed to participate in volunteer activities without the written permission of a parent or legal guardian.

3.7 Students

Students are registered as long-term volunteers using the *Volunteer Service Agreement* (DPR 208) and will be covered under the department's workers' compensation and tort liability, subject to case review and acceptance. Work permits issued by schools to students are recommended, although not required.

3.8 Groups of Volunteers

Organizations may provide volunteer services to the department under specific conditions, and must agree to work under the supervision of a designated department representative. Group volunteers are classified as organized or informal.

3.8.1 Organized Groups

Organized volunteer groups are those affiliated with recognized organizations such as Girl Scouts and Boy Scouts, civic and nonprofit organizations, corporations or small businesses, and are formally organized under state and federal laws.

3.8.1.1 Registration

Organized groups must apply using the *Volunteer Group Services Agreement* (DPR 208B). The group must provide proof of accident insurance for each of its participants, and agree to work under the direction of a specified department representative. A roster of all participants, with names, addresses, and phone numbers must also be provided. By signing the *Volunteer Group Services Agreement* (DPR 208B), the group agrees to assume all responsibility for juveniles, including obtaining formal parental/guardian consent for juvenile participation in the group activity. A department representative must approve the *Volunteer Group Services Agreement* (DPR 208B).

3.8.1.2 Insurance Requirements

In addition to a signed *Volunteer Group Services Agreement* (DPR 208B), an organized volunteer group must provide proof of insurance in compliance with the following requirements:



3.8.1.2.1 Certificate of Insurance

The certificate of insurance shall be:

- a. written in a form acceptable to the department.
- b. written by an insurer acceptable to the department.
- c. maintained at the sole expense of the group.
- d. in full force for the complete term of the *Volunteer Group Services Agreement (DPR 208B)*.
- e. primary, and not in excess to any insurance carried by the department.
- f. prepared on an appropriate ACORD form or a certified copy of the original policy, including all endorsements.

3.8.1.2.2 General Liability Coverage

The group shall procure commercial general liability insurance covering bodily injury, property damage, and personal injury with limits not less than \$1,000,000 per occurrence and \$2,000,000 general aggregate. The policy shall apply separately to each insured against whom any claim is made or suit is brought subject to group's limits of liability.

3.8.1.2.3 Endorsements

The following endorsements must appear on the certificate of insurance:

- a. Cancellation: The insurer will not cancel the insured's coverage without 30 days prior written notice to the department, except in the case of cancellation for nonpayment of premiums, in which instance the insurer shall give the department 10 days written notice prior to the effective date of the cancellation.
- b. Additional Insured: The State of California, its officers, agents, employees and servants are included as additional insured, but only insofar as the operations under this agreement are concerned.
- c. Premiums: The department will not be responsible for any premiums or assessment on the policy.

3.8.2 Informal Groups

Informal organizations are those without workers' compensation coverage or accident insurance and may include neighborhood organizations, community support groups, and other groups with common interests.

3.8.2.1 Registration

Informal organizations must register either as long-term volunteers using the *Volunteer Service Agreement (DPR 208)* or as short-term volunteers using the *Special Project or Activity Sign-in (DPR 208G)*.

3.9 Camp Hosts

3.9.1 Camp Host Coordinator

The district superintendent shall designate a camp host coordinator for parks that have a camp host site. A camp host coordinator will oversee issues such as recruitment, retention and other matters. The camp host coordinator may also serve as volunteer coordinator.

3.9.2 Registration

Camp Hosts should complete a *State Parks Volunteer Application* (DPR 208H) and must register using the *Volunteer Service Agreement* (DPR 208). Each Camp Host must have an approved *Essential Functions Health Questionnaire* (STD 910) and a completed background check using *Request for Live Scan Service* (BCII 8016) before he or she can begin service. The department representative shall not sign the *Volunteer Service Agreement* (DPR 208) until the health and background checks are complete.

3.9.3 Time Limits

Camp host positions are temporary and not meant to provide semi-permanent homes for individuals in state park campgrounds. Camp hosts may serve a maximum of 6 months annually in any single campground. If no other qualified applicants are available, the time limit may be extended on a month-by-month basis up to 3 months, if approved by the district superintendent. District superintendents may establish a shorter period of time as a maximum. All personal property must be removed when a camp host vacates the site.

3.9.4 Vehicle Registration

A camp host using a vehicle registered outside California is required to register the vehicle in California if the vehicle is located or operated in California for a greater amount of time than it is located or operated in any other individual state during the registration period in question (California Vehicle Code §4000.4b). For example, if a camp host's motor home has an Idaho registration that begins on January 1 and expires on December 31, and during that year it will be used for more than six months in California, the vehicle must be registered as a California vehicle.

3.9.5 Hours of Service

Camp host hours accrue at a rate of 5 hours per day worked in the volunteer capacity, unless otherwise determined by the volunteer coordinator. Hours worked by spouses may be combined to meet the 200-hour pass requirement for earning the *VIP Statewide Pass* (DPR 208E). If additional volunteer hours are worked in other capacities, that time may also be counted for each individual host.

3.10 Conditional Appointments

Processing of health questionnaires and criminal history checks may take from two weeks to two months to complete, depending on whether “expedited” processing (for an extra fee) is selected. In certain cases a volunteer may begin the classroom elements of volunteer training while awaiting final clearance.

The district administrative officer or district superintendent shall determine whether a prospective volunteer is granted a conditional appointment, pending formal approval of their health questionnaire and/or background checks. The district administrative officer or district superintendent shall inform the volunteer that if either the health questionnaire or the background check is not approved, the volunteer’s service to the department will cease.

If a background check is to be done, the designated department representative shall not sign the *Volunteer Service Agreement* (DPR 208) until the prospective volunteer’s health and background checks are complete.

3.11 Evaluation of Volunteers

Volunteers must know when they are successful or need improvement in completing their assignments. Effective evaluation of volunteers should be used both to uncover problems and to reward accomplishments during a volunteer’s term of service.

The following policies shall apply to formal evaluation of volunteers:

- a. Each district superintendent shall develop a plan for evaluating volunteers using the Performance Evaluation found in the *Volunteers in Parks Program Guidelines*.
- b. The unit volunteer coordinator shall provide long-term volunteers an annual formal evaluation noted on the *Volunteer Service Agreement* (DPR 208), using the volunteer’s duty statement as criteria.

3.12 Separation Procedures and Documentation

3.12.1 Separation

Volunteers may decide to end their service for a wide range of reasons, including the completion of a specific project, relocation to another area, personal or family obligations, or a career/job change. A notation summarizing the reasons for separation, and any letter of resignation, should be attached to the *Volunteer Service Agreement* (DPR 208), for future reference.

3.12.2 Termination

Either the department or the volunteer may terminate the *Volunteer Service Agreement* (DPR 208) at any time and without cause. The department is not required to accept or retain any person who volunteers his or her services. It remains both the prerogative and the responsibility of the district superintendent/chief/manager to determine

whether a specific volunteer or volunteer group is appropriate for the needs and requirements of the department. If necessary, the supervisor can terminate the agreement if the volunteer repeatedly fails to fulfill his or her responsibilities as specified on the *Volunteer Service Agreement* (DPR 208) and duty statement, if he or she violates department policies related to discrimination or harassment, or if he or she is not performing satisfactorily. When a volunteer's services are terminated, both the supervisor and the volunteer should sign the *Volunteer Service Agreement* (DPR 208), although the volunteer's signature is not required.

3.12.3 Documentation

The designated department representative must complete the separation sections on the lower half of the *Volunteer Service Agreement* (DPR 208) to document the termination. The completed *Volunteer Service Agreement* (DPR 208) and its attached documentation, including the duty statement, must be retained for five years following a volunteer's separation.

If the volunteer intends to use his or her work experience as a means of qualifying for a job either in or outside the department, the volunteer may request and the supervisor may provide a letter verifying the type of work performed.

3.12.4 Returning VIP District and Statewide Passes

A volunteer must turn in a *VIP District Pass* (DPR 208F) upon separation. However, a separated volunteer may retain the *VIP Statewide Pass* (DPR 208 E), earned for 200-hour service in the previous year, for the remainder of the current calendar year.

3.12.5 Exit Interview

An exit interview can be helpful to both the volunteer and *Volunteers in Park Program* to conduct when an individual terminates service. (See Appendix for suggested exit interview form.)

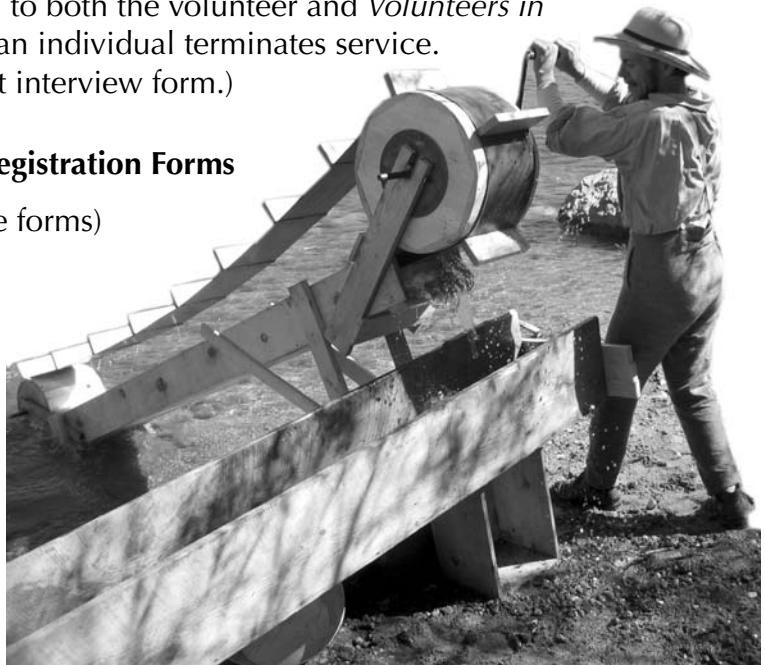
3.13 Summary of Volunteer Registration Forms

(See Appendix for sample forms)

3.13.1 Individuals

DPR 208H State Parks Volunteer Application

Recommended for long-term volunteers, especially Camp Hosts. The form provides general background and skill information for appointment and initial evaluation purposes.



DPR 208 *Volunteer Service Agreement (VSA)*

Required for all long-term volunteers. This is the primary registration form and must be combined with a duty statement. It is also used to document the volunteer's annual evaluation and separation/termination.

DPR 208GG *Special Project or Activity Sign-In*

Required for individuals volunteering for three days or less. Do not use for juveniles (individuals under age 18).

DPR 615 *Employee's/Volunteer's Notice of Pre-Designated Physician.*

Recommended for all long-term volunteers.

STD 910 *Essential Functions Health Questionnaire*

Required for all long-term volunteers.

3.13.2 Groups

DPR 208B *Volunteer Group Services Agreement*

Required for groups and organizations with liability insurance coverage. This may be used for either short-term or long-term projects and for groups with juveniles.

DPR 208GG *Special Project or Activity Sign-In*

Required for groups without liability insurance coverage. This form is used for short-term projects only and may not be signed by juveniles. Each participant signs the form.

3.13.3 Juveniles

DPR 208C *Parental/Guardian Permission*

Required for all juveniles (individuals under the age of 18) for participation in any short-term or long-term volunteer projects or programs, unless they are covered by the *Volunteer Group Services Agreement* (DPR 208B).

3.13.4 Special Considerations

The following forms are required for Camp Hosts and for volunteers whose duties fall within Departmental Notice 2001.13: handling sums of money, holding positions of special trust or security, having control over minors, working with interpretive collections, or having access to law enforcement records/communications, etc. Note: If a background check is to be done, the department representative shall not sign the *Volunteer Service Agreement* (DPR 208) until the check is complete.

DPR 208D *Volunteer Confidential Information*

DPR 883 *Pre-Employment Arrest/Conviction Disclosure Statement*

BCII 8016 *Request for Live Scan Service*

The following forms are required if driving is part of the duties listed on the volunteer's duty statement:

INF 254 ***Government Agency Request for Driver's License/ Identification Record Information***

STD 261 ***Authorization to Use Privately Owned Vehicles on State Business***

Required before a volunteer can use a privately owned vehicle for State business. It is valid only for business specifically authorized by the designated department representative and listed on the volunteer's duty statement.

DPR 161 ***Equipment Operators Qualification Card***

Required to help ensure proper training prior to the operation of any State vehicle or equipment.

If the volunteer will be reimbursed for travel expenses and per diem allowances, reimbursement must be listed on the duty statement. The following forms are required:

STD 204 ***Payee Data Record***

STD 689 ***Oath of Allegiance***

3.13.5 Events Co-Sponsored with the California State Parks Foundation

DPR 208CC ***Parental/Guardian Permission***
(CSPF Co-Sponsored Events)

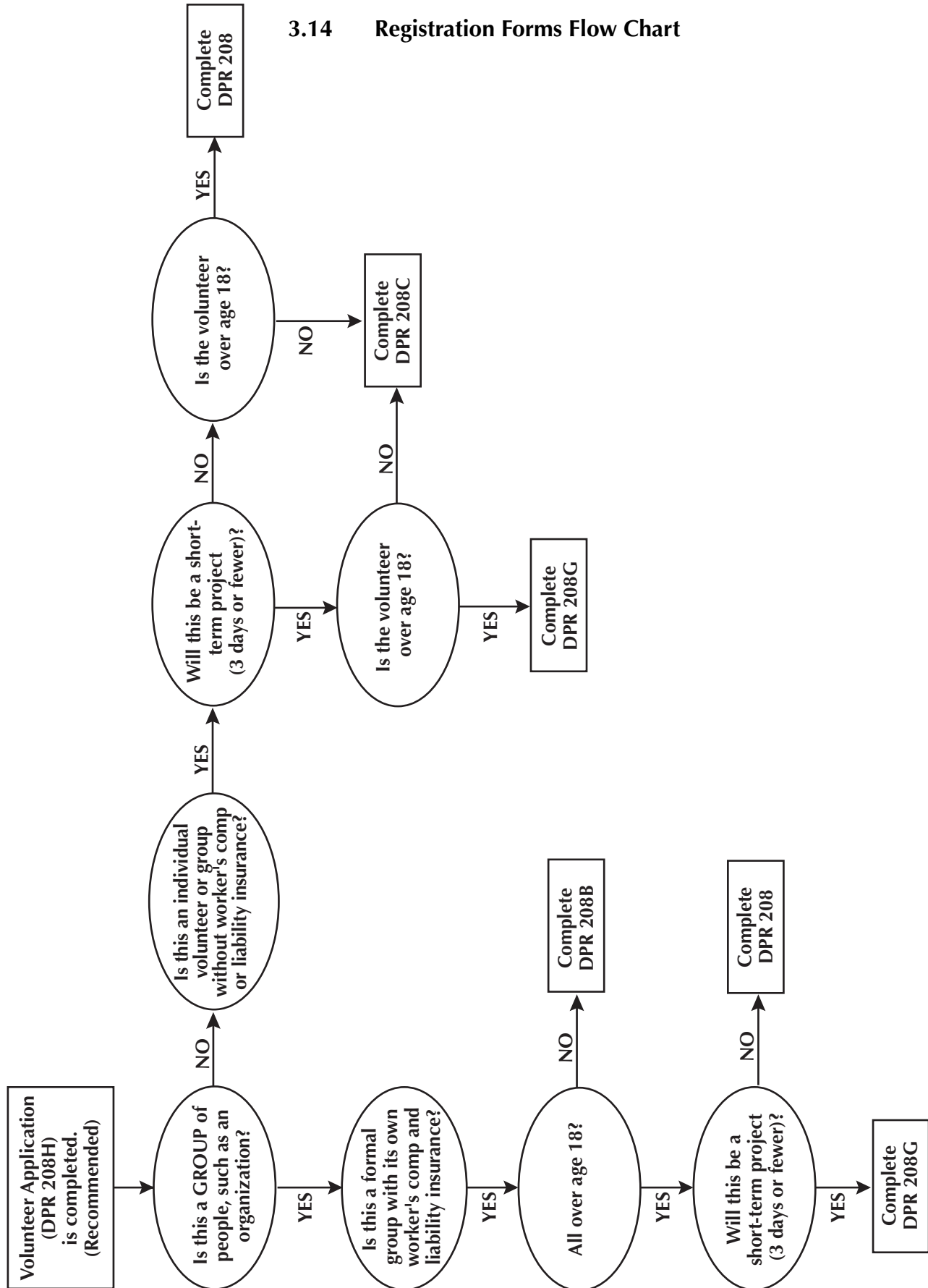
Required for all juveniles (individuals under the age of 18) for participation in any short-term or long-term volunteer project or program co-sponsored by the California State Parks Foundation.

DPR 208GG ***Special Project or Activity Sign-In***
(CSPF Co-Sponsored Events)

Required for individuals volunteering for three days or fewer on short-term projects co-sponsored by the California State Parks Foundation only. The form must be signed by each participant and shall not be used for juveniles (individuals under age 18).

VIP REGISTRATION FORMS FLOW CHART

3.14 Registration Forms Flow Chart



4. PROGRAM POLICIES

4.0 Medical Background Checks

4.1 Essential Functions Health Questionnaire

A prospective long-term volunteer must complete the *Essential Functions Health Questionnaire* (STD 910) which, as a confidential document, is submitted directly to the designated division/district/sector personnel officer. A volunteer interested in serving at department headquarters should submit the completed *Essential Functions Health Questionnaire* to headquarters' personnel office.

4.2 Medical Condition and Physical Limitation

The designated division/district/sector personnel officer or headquarters' personnel officer will determine whether the described medical condition or limitation would impact the volunteer's ability to complete safely the tasks identified in the duty statement. If the designated personnel officer determines that no significant risk exists, the prospective volunteer will be allowed to participate.

If the designated personnel officer determines (or is unable to determine) that the stated medical condition or limitation may reasonably impact the prospective volunteer's ability to complete the prescribed work in a safe manner, the designated personnel officer will forward the *Health Questionnaire* to the Workers' Compensation and Safety Program Officer at DPR headquarters. If additional review is needed, headquarters' personnel will submit the *Health Questionnaire* along with a copy of the duty statement, to the State Medical Officer for determination.

A prospective volunteer who is awaiting determination on a health questionnaire shall not be allowed to begin volunteer service prior to receiving proper medical clearance. If the district administrative officer deems appropriate, a prospective volunteer may begin the classroom elements of volunteer training while awaiting final medical clearance.



5. PROGRAM POLICIES

5.0 Criminal History Checks

Consistent with Departmental Notice 2001-13, *Employment/Pre-Employment Criminal History Checks*, a criminal history background check, including fingerprinting, is required prior to a volunteer performing any of the following activities:

- Volunteering as a camp host.
- Supervising or having control over minors. This is especially important for Junior Ranger programs, nature walks, museum tours, and other programs that are specifically focused toward participation by children.
- Having independent access to security systems, warehouses, master keys, locked offices, shops, interpretive collections, or expensive equipment.
- Working with purchase documents or large sums of money (amount to be determined by the district superintendent).
- Having access to the California Law Enforcement Teletype System (CLETS) or other criminal justice records.

Refer to Departmental Notice 2001-13, *Employment/Pre-Employment Criminal History Checks*, found in Appendix 3, for legal requirements and administrative procedures for implementing criminal history background checks, or contact the Personnel Services Division or the Public Safety Section for further information.

Refer to the chapter Registration of Volunteers for information on processing confidential documents and approval of conditional appointments.

5.1 Consent of Volunteer

A prospective volunteer must complete the *Volunteer Service Agreement* (DPR 208), which requests permission from the volunteer for completion of a background check. The volunteer shall complete the certification section only if a background check is required. The prospective volunteer must also complete the *Pre-Employment Arrest/Conviction Disclosure Statement* (DPR 883), which the designated division/district/sector personnel officer shall process as a confidential document.

5.2 Payment of Fees

The volunteer must also complete the *Request for Live Scan Service* (BCII 8016). The district shall bear responsibility for adding the district billing code to the *Request for Live Scan Service*, and paying all fees related to processing of the fingerprint scan by the Department of Justice.

6. PROGRAM POLICIES

6.0 Workers' Compensation Insurance and Tort Liability

No work is so important that it should be undertaken in an unsafe manner that may result in personal injury or damage to property. Besides the obvious pain and lost work time, such incidents can result in costly workers' compensation claims. Further, unsafe actions of a volunteer which result in injuries to another volunteer or to a park visitor can result in tort claims filed against the volunteer and the department. Understanding the department's workers' compensation and tort liability policies is important to proper management of every volunteer program.

6.1 Workers' Compensation

Workers' compensation insurance is state-mandated compensation provided by employers to their employees for physical injuries and other medically related disabilities occurring within the course and scope of their duties. Although volunteers are not considered state employees, long-term volunteers properly registered on an approved *Volunteer Service Agreement* (DPR 208) are generally covered under the workers' compensation insurance program. Short-term volunteers (three days or fewer) waive coverage when they are registered.

A properly trained mountain bike patrol volunteer, for example, who falls and breaks an arm while performing his or her officially assigned duties, may be covered by the department's workers' compensation program.

6.2 Tort Liability

Tort liability, as applied to volunteer management, is generally defined as an action by a short- or long-term volunteer that results in personal injury to another person or damage to the property of another.

For example, if a volunteer, while performing officially assigned duties, accidentally leaves a shovel in a trail, and a visitor subsequently trips over the shovel and breaks his leg, a lawsuit that the injured party brings against the volunteer may be defended and covered by the department.

The department's obligations regarding injury to a person or damage to property caused by the negligent or intentional acts or omissions of volunteers will be assessed on a case by case basis. In some cases, depending on the circumstances of each particular situation, the department may be liable for the actions of a volunteer acting within the scope of his or her assigned duties.

6.3 Liability Questions

Specific questions regarding volunteer workers' compensation and tort liability issues that cannot be answered by district administrative staff should be directed to the Legal or Personnel Office.

7. PROGRAM POLICIES

7. Risk Management

7.1 Policies

Risk management imposes constraints on certain types of volunteer work assignments. While volunteers must observe the same safety precautions as employees, any use of volunteers in jobs considered hazardous for state employees (such as fire fighting) must be carefully evaluated. The following risk management policies shall apply:

- a. Volunteers shall not perform physical law enforcement activities, nor shall they be assigned to duties that place them in life-threatening situations, even as observers.
- b. Volunteers shall not be assigned duties they do not feel comfortable completing, or do not willingly agree to perform.
- c. Division or district staff must provide adequate first aid training, proper equipment and communicable disease protection to all volunteers whose duty statements specifically include administering first aid services to visitors, department staff, or other volunteers.

7.2 Strategies

The reduction of on-the-job accident-related injuries to volunteers is the responsibility of all department employees and volunteers. Incorporate the following specific risk management strategies into volunteer programs:

- Proper supervision: Both a legal requirement and a good management tool, effective supervision helps ensure that the volunteer program continues to meet its goals.
- Ongoing training: To help ensure that all volunteers are familiar with safe work practices, initial and ongoing training is mandatory. Additionally, advanced training must be completed, and records maintained, for volunteers involved in more specialized or potentially hazardous work, such as operating power tools.
- Sign-in procedures: Provide adequate documentation as to when volunteers are on duty.
- Safety equipment: Provide suitable safety equipment for each volunteer and require the proper use of the equipment.
- Ongoing analysis: All accidents and injuries must be investigated to determine what factors, conditions or practices contributed to the incidents. Proper and timely actions must be taken to prevent or reduce the risk of reoccurrence.

7.3 Procedures for Reporting Accidents

Use the *Accident Report (Other than Motor Vehicle)* (STD 268) to report all accidents and injuries within 48 hours of the incident. Thoroughly investigate and describe the circumstances surrounding the accident, including injured party information, property damage/loss information, and witness information. The designated department personnel officer shall submit the original document, including photos or diagrams, to the Office of the Attorney General, Tort Unit, P. O. Box 944255, Sacramento, CA 94244-2550. Submit one copy to the Office of Risk and Insurance Management (ORIM), 707 Third Street, First Floor, West Sacramento, CA 95605, and retain one copy for department records. The *Accident Report (Other than Motor Vehicle)* (STD 268) is a confidential document, and under no circumstances should information be given to anyone except authorized state officials.

Refer to the chapter Use of Firearms, Vehicles, and Equipment, Travel Expense Claims, Volunteers in State Housing on procedures for reporting accidents involving motor vehicles.



8. PROGRAM POLICIES

8.0 Use of Firearms, Vehicles and Equipment, Travel Expense Claims, and Volunteers in State Housing

8.1 Firearms/Ammunition

Volunteers are not authorized to handle contemporary firearms and/or ammunition while serving as a volunteer. This policy does not apply to a volunteer's use of antique firearms, replicas of antique firearms, or black powder.

8.2 Use of State Vehicles

Volunteers may operate state motor vehicles and equipment on state business when authorized by the division chief, district superintendent, section manager, or their designee (district or unit volunteer coordinator), with an approved duty statement outlining specific vehicle and equipment use. Volunteers are subject to the same legal and administrative requirements as department employees regarding drug testing. (Refer to Departmental Notice 97-21, *Policy for Drug and Alcohol Testing Program*, found in the Appendix.)

Prior to a volunteer operating a state vehicle or driving private vehicles on official state business, the district superintendent or designee must:

- a. Verify that the volunteer is at least 18 years old and has a valid California driver license.
- b. Conduct a driving record check through the California Department of Motor Vehicles for California residents. Use the *Government Agency Request for Driver License/Identification Record Information* (INF 254). For out of state residents, follow procedures for seasonal employees.
- c. Complete *Authorization to Use Privately Owned Vehicles on State Business* (STD 261) and submit to the designated administrative officer.
- d. Brief each volunteer on proper vehicle operation, maintenance and safety, including seat belt use and accident reporting requirements.
- e. Administer a driver's test, which must be passed for each type of vehicle to be operated.
- f. Require that each volunteer maintain a current *Equipment Operators Qualification Card* (DPR 161) for any vehicle or special equipment (chainsaws, power tools, tire changing equipment, etc.) to be operated.
- g. Prohibit a volunteer from operating law enforcement or emergency vehicles unless the vehicle is clearly marked "out of service."

8.3 Use of Privately Owned Vehicles

Volunteers may use their privately owned vehicles on state business if authorized by the district superintendent or his or her designee. A valid driver's license is required if driving on state business. The district superintendent (or the division/section chief) must approve *An Authorization to Use Privately Owned Vehicles on State Business* (STD 261) prior to the use of any privately owned vehicle by a volunteer.

8.4 Private Vehicle Insurance Liability

Under California Vehicle Code (CVC §17151), the driver of a vehicle has the primary liability for accidents arising out of maintenance or use of that vehicle. Private vehicle accidents must be reported to the volunteer driver's insurance company. The driver's insurance company is obligated to provide defense and indemnification for claims, up to the limits prescribed in CVC §17150 and §17151, as referenced in the Appendix. State liability, if any, is secondary.

8.5 Procedures for Reporting Motor Vehicle Accidents

All motor vehicle accidents involving a state-owned vehicle or any motor vehicle being used on authorized state business must be reported within 48 hours utilizing a *Report of Vehicle Accident* (STD 270). The completed *Report of Vehicle Accident* (STD 270) and four copies must be signed by the operator, approved by the district superintendent/manager or designee, and submitted to the driver's insurance company and to the Department of General Services, Office of Risk and Insurance Management (ORIM), 707 Third Street, First Floor, West Sacramento, CA 95605, (916) 376-5300.

Accidents resulting in any injury to persons, or involving serious damage to the property of others, must be reported immediately by telephone (916) 376-5302 or fax (916) 376-5277 to the Office of Risk and Insurance Management:

The *Report of Vehicle Accident* (STD 270) is a confidential document and shall not be released to other parties without consent of the Office of Risk and Insurance Management.

The Office of Risk and Insurance Management administers the state motor vehicle liability self-insurance program. Contact:

CLAIMS INFORMATION

Toll Free: (800) 900-3634

Fax: (916) 376-5277

CALNET: 480-5302

To contact the claims unit by email and/or to notify ORIM of an accident or claim, use: claims@dgs.ca.gov

Refer to State Administrative Manual, Section 2455, for detailed information on reporting an accident.

8.6 Drug Testing

Any volunteer who operates a state vehicle (or a personal vehicle on state business) that requires a special operator's license, such as a Class A or B driver's license, must also adhere to department policy regarding drug testing. (Refer to DOM and Departmental Notice 97-21, *Policy for Drug and Alcohol Testing Program*, found in the Appendix.)

8.7 Use of State Equipment

Each volunteer must maintain a current *Equipment Operators Qualification Card* (DPR 161) for operating special equipment such as chain saws, power tools, tire changing equipment, etc. Volunteers must demonstrate, to the satisfaction of the volunteer coordinator or qualified employee, proficiency in the safe operation of the equipment or machinery and a thorough understanding of all applicable safety measures. Volunteers must be age 18 or older to operate equipment capable of causing serious bodily harm.

8.8 Use of Personal Property

Volunteers should be discouraged from using personal property or equipment while conducting state business. Should any personal property such as vehicles, computers, binoculars, cameras, flashlights, and bicycles, be lost, damaged or stolen while being used on state business, the state cannot be held liable.

Volunteers shall not borrow state equipment for personal use. Such unauthorized use of state-owned equipment may result in termination of a volunteer's active status.

8.9 Travel Expense Claims

Volunteers are responsible for any personal costs incurred through their service to the department. However, the division chief, district superintendent, section manager, or designee may authorize the department's reimbursement to volunteers of approved travel-related expenses. Reimbursement limits for meals and lodging for volunteers are the same as for paid state employees.

Volunteers shall be reimbursed for travel expenses under the following conditions:

- a. The designated department representative shall list travel as a specific duty on the volunteer's duty statement and shall pre-approve travel assignments.
- b. The volunteer shall complete and have on file an approved *Oath of Allegiance* (STD 689).
- c. The volunteer shall complete and submit an approved *Travel Expense Claim* (STD 262).

8.10 State Housing and Facilities

Active department volunteers may be lodged in state housing/facilities, under the same policies that apply to seasonal employees, as indicated in Departmental Notice 2004-08 (found in the Appendix).

9. PROGRAM POLICIES

9. Volunteer Uniforms

As representatives of the department, volunteers are responsible for presenting a favorable image to visitors. The primary consideration regarding uniforms is that volunteers working in public contact situations are easily recognized as official DPR representatives. However, the diversity of duties performed by volunteers and the variety of geographic locations and weather conditions do not allow for a single style of authorized uniform to be worn.

Districts are encouraged to develop district-wide dress codes that will guide volunteers in selecting and wearing clothing that is clean, in good repair, and appropriate. The district superintendent may authorize the wearing or display of specially designed individual park unit patches, name badges and hour bars for use by volunteers. While volunteers may not wear the standard DPR uniform, ranger Stetsons or badges (or facsimiles), several officially sanctioned departmental insignia and uniform accessories are available for wear when approved by the district superintendent. For information about the availability and cost of these uniform items, contact the volunteer programs coordinator.

9.1 Volunteer Patch

A volunteer patch is available from the volunteer programs coordinator. It is similar in design to the official California State Parks uniform shoulder patch, with the addition of the word "VOLUNTEER" at the top of the patch. It is preferable for patches to be sewn centered and 3/4-inch below the shoulder seam on both sleeves. If only one volunteer patch is to be worn, it should be worn on the left sleeve.

For sleeveless vests, the patch should be sewn on the left breast pocket (or in the approximate area of the garment where a breast pocket would normally be located.) The district superintendent must approve other locations for the patch.

Volunteer Patch

Actual size 3.75" x 3"



9.2 Volunteer Name Badge

An official plastic name badge is available and its use is encouraged, especially for docents wearing period costumes where the volunteer patch is not appropriate. An exception may be made to wearing a name badge during living history programs when such historically inaccurate adornment may appear inappropriate. District superintendents may also authorize volunteers to wear the standard name badges worn by seasonal and permanent staff.

Volunteer Name Badge

Actual size 1.5" x 1.88"



9.3 Volunteer and Camp Host Caps and Visors

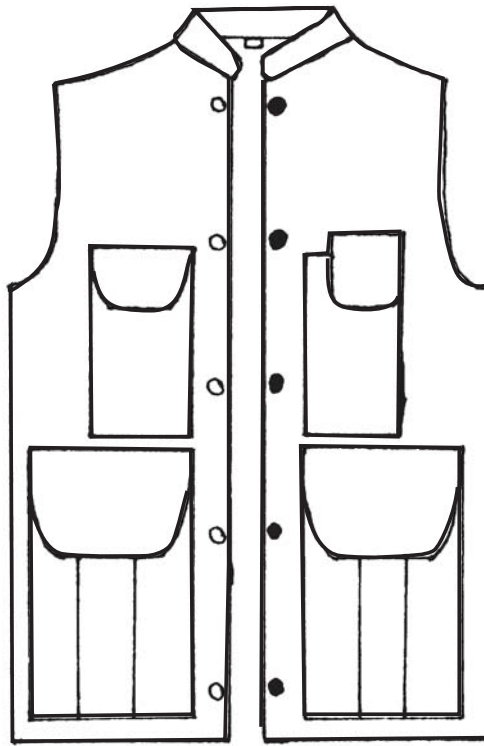
VIP visors and baseball-style caps are available and may be worn as uniform items. They are made of khaki colored canvas and are embroidered with the department logo and the word "Volunteer" or "Host."



9.4 Volunteer Vests

DPR does not have a standard uniform vest for volunteers. However, many park units choose a multi-purpose khaki-colored vest manufactured by Prison Industries. The vest is made from a poly-cotton blend material and has four pockets with Velcro closures, a collar, and five snap closures down the front. The vests come in sizes Small to 4XL and are currently priced at approximately \$25.00; silk-screening is available for an additional fee. To order, contact Prison Industries at (916) 358-2727 and ask for the “Fish and Game Vest - Khaki Twill,” order # 4887.

Volunteer Vest



9.5 Period Attire

Each park unit that interprets history has a unique interpretive period, and volunteers should conform to the park’s established guidelines regarding period dress. Period attire that allows the public to recognize a volunteer’s official capacity should be worn without the volunteer patch. If appropriate, a volunteer nametag may be worn on the outside of period clothing.

10. PROGRAM POLICIES

10. Volunteer Recognition

Meaningful recognition is a vital element for retaining volunteers, and helps ensure quality programs while reducing the need for ongoing recruitment and training. Refer to Chapter 17, Bolstering Morale and Rewarding Achievement, for more information about volunteer recognition.

In order to receive the privileges of being a volunteer (such as park passes), a minimum number of hours, determined by the district, must be served.

10.1 Complimentary Park Passes

There are two types of complimentary park passes for active volunteers in the Volunteers in Parks Program: the *VIP District Pass* (DPR 208F) and the *VIP Statewide Pass* (DPR 208E).

10.1.1 VIP District Passes (DPR 208F)

District passes are awarded to volunteers as a way of ensuring free and convenient access into the state park where they are volunteering, and encouraging them to spend more time learning about other parks in their district. The annual district pass may be made available at the district level to all volunteers who meet the minimum work requirements for maintaining active volunteer status, as established by the district superintendent. The pass allows the volunteer free day-use access to all of the district's state park units for the current calendar year.

10.1.2 VIP Statewide Pass (DPR 208E)

For volunteers who contribute at least 200 hours of their time each year, a statewide day-use pass is awarded both as a way to thank them for their work and to encourage their further exploration of the state park system. Service time cannot be accrued over different years. The annual statewide pass is valid for one calendar year. The pass allows the volunteer day-use access to all state park units, with the exception of Hearst Castle and other units as determined by management.

10.2 Ordering, Processing, and Issuing VIP Passes

10.2.1 Ordering VIP Passes

VIP passes are accountable documents that require documentation for each pass distributed. VIP passes are ordered by and issued to the person in the district responsible for accountable documents. For auditing purposes, the district volunteer coordinator shall maintain a list of volunteers who are issued VIP passes using the

Record of Passes Issued (DPR 308A). For passes ordered but not used, DOM §1425 and Departmental Notice 96-26, found in the Appendix, specify the required procedures for end-of-the year accounting and disposal.

To order passes, send a completed and signed *Accountable Documents Requisition* (DPR 145) to the statewide volunteer programs coordinator in the Interpretation and Education Division. Passes may be ordered at any time during the year, but they should be requested in early December to have them ready for volunteers by January. (See Appendix for sample forms.)

10.2.2 Issuing District and Statewide Passes to Volunteers

Before issuing a pass to a volunteer, the district must type or legibly print the volunteer's name on the pass. If possible, the issuance of 200-hour statewide passes should be combined with a volunteer recognition ceremony or festive event. If the pass is mailed to the volunteer, it is a good practice to enclose a brief, personal note expressing the department's appreciation for the volunteer's efforts

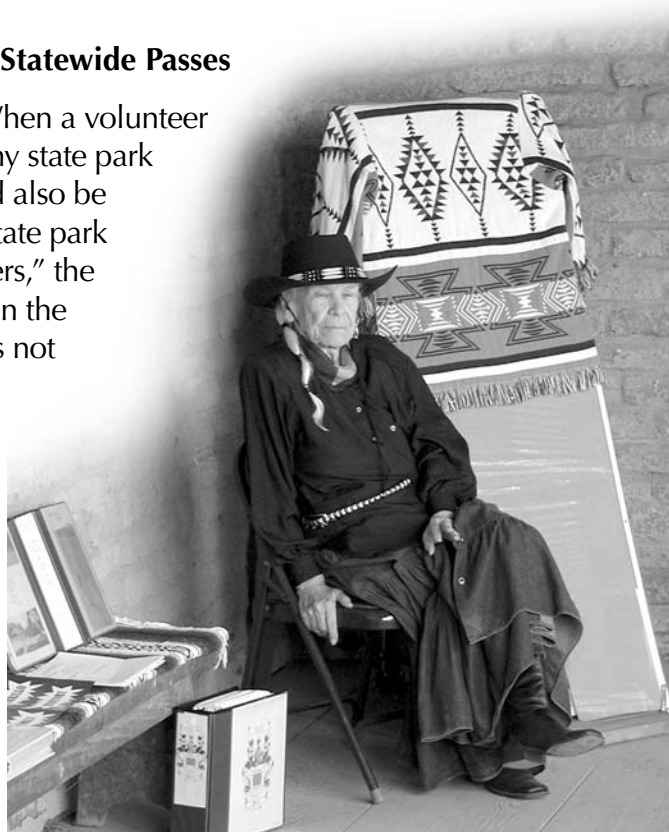
10.2.2.1 Issuing 200-Hour Passes during Current Mid-Year

Once a volunteer has worked 200 or more qualifying hours in a calendar year, he or she may be issued a statewide pass. However, if a statewide pass is issued for the current year's 200 hours of volunteer work, an additional 200 hours must be worked in the current year (400 hours total) in order to be eligible for the 200-hour statewide pass for the next year.

10.2.3 Volunteer Use of District and Statewide Passes

Volunteer passes are not transferable. When a volunteer presents his or her pass upon entering any state park unit, a valid form of identification should also be shown to the kiosk attendant. In those state park units with unstaffed kiosks or "iron rangers," the pass should be displayed in plain view on the vehicle's dashboard. In this situation it is not necessary to display an ID on the dashboard or to leave it at the kiosk.

Inactive volunteers do not enjoy privileges or benefits beyond those of regular state park visitors. District passes should be turned in upon separation. However, an inactive volunteer's 200-hour statewide pass earned for the previous year's work will remain valid through the current calendar year and should be retained by the volunteer.



VIP STATEWIDE PASS (DPR 208E)

State of California - The Resources Agency
DEPARTMENT OF PARKS AND RECREATION

Expires December 31, **2005** NO: _____

Volunteers In Parks

THIS STATEWIDE COMPLIMENTARY PASS ENTITLES


TO FREE DAY USE AT ALL STATE PARKS
(Except Hearst San Simeon SHM and other units as specified)

DISTRICT SUPERINTENDENT
PRESENT WITH VALID IDENTIFICATION

DPR 208E (Rev. 10/2004)



VIP DISTRICT PASS (DPR 208F)

 State of California - The Resources Agency
DEPARTMENT OF PARKS AND RECREATION

Volunteers In Parks

Expires December 31, _____ No. _____

This District complimentary pass entitles its bearer to free day use at State Parks within the District indicated below.

NAME _____

DISTRICT _____

AUTHORIZED BY _____

DPR 208F (Rev. 3/2003) Excel

10.3 Awards and Honors

In addition to the passes, the department has several awards available for recognizing volunteers and the important services they perform.

10.3.1 District and Unit Awards

District superintendents are encouraged to develop formal district and park unit volunteer award programs. Categories of unit and district awards can be created, and certificates or awards designed, to recognize individual and team efforts of varying degrees of significance.

10.3.2 Department Awards

Two awards are available: the *Poppy Award* and the *Volunteer Medallion*. Please use department application forms DPR 208I and DPR 208J to submit nominations to the statewide volunteer programs coordinator.

In addition, the *Director's Special Commendation* (DPR 967A) may be used to recognize exceptional and outstanding accomplishments by government agencies, organizations or businesses that further the mission, goals, and values of California State Parks.

See Appendix for application forms and samples of the awards.

10.3.2.1 Poppy Award

The Poppy Award recognizes exceptional volunteer service and is available through the volunteer programs coordinator.

<i>Who is eligible?</i>	<i>All department volunteers (individuals only).</i>
<i>Who can nominate?</i>	<i>Any department employee.</i>
<i>Criteria for nomination:</i>	<i>Any individual volunteer who contributes significantly to the betterment of California State Parks.</i>
<i>Selection process:</i>	<i>Nominator prepares application form for review and recommendation by the district volunteer coordinator and superintendent and approval by the volunteer programs coordinator.</i>
<i>Description:</i>	<i>The award is an 8 1/2" x 11" certificate with gold lettering and pale orange poppies. There is a place for the volunteer's name, a short description of their contributions, and a signature block for the district/sector superintendent or division chief.</i>

<i>Suggested presentation:</i>	<i>The award should be presented framed and/or matted. Inexpensive presentation folders are also available from stationery suppliers.</i>
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Please allow at least 2-weeks' lead time for processing the Poppy Award.

10.3.2.2 Volunteer Medallion for Superior Achievement

This is the department's highest volunteer award, and specifically recognizes outstanding volunteer service.

<i>Who is eligible?</i>	<i>All department volunteers or teams of volunteers.</i>
<i>Who can nominate?</i>	<i>Any department employee or volunteer.</i>
<i>Criteria for nomination:</i>	<i>An individual volunteer or a team of volunteers who makes a significant contribution toward the mission and goals of the department. Efforts recognized by this Medallion should be substantial in impact and worthy of recognition at the director's level. Generally, volunteer efforts should be first recognized at the district/division/section level, or with a Poppy Award, prior to nomination for the Medallion Award.</i>
<i>Selection process:</i>	<i>Nominator prepares application to be reviewed and approved by the volunteer programs coordinator.</i>
<i>Description:</i>	<i>Two brass medallions and a certificate signed by the director in a gold-imprinted blue leather case.</i>
<i>Suggested presentation:</i>	<i>This recognition award generally is presented by the deputy director for park operations or other deputy director, as appropriate.</i>

Please allow at least 3-weeks' lead time for processing the Volunteer Medallion.

10.3.2.3 Director's Special Commendation

The *Director's Special Commendation* is part of the Director's Recognition Program, a formal, high-level program that recognizes extraordinary service statewide.

<i>Who is eligible?</i>	<i>All department employees and teams (include names of all members). This award can also be presented to partners such as representatives of other governmental agencies, organizations, or businesses that have made outstanding contributions to the department's mission.</i>
<i>Who can nominate?</i>	<i>Any department employee</i>
<i>Criteria for nomination:</i>	<i>An individual or a team that makes a significant contribution toward accomplishment of the mission and goals of the department. Efforts recognized by this certificate should stand far above the norm, be substantial in impact, and worthy of recognition at the director's level.</i>
<i>Nomination process:</i>	<i>Any department employee can submit nominations at any time during the year. Submit the nomination using Director's Special Commendation Award Nomination (DPR 967A) to the department recognition coordinator. All nominations are confidential.</i>
<i>Selection process:</i>	<i>1. Review board called as needed by chair of recognition committee comprised of appropriate division chief; or 2. Statewide recognition committee may recommend that the director's annual award nomination(s) be alternatively considered for this recognition.</i>
<i>Description:</i>	<i>Framed certificate</i>
<i>Presentation:</i>	<i>This recognition award generally is presented by the director, deputy director for park operations or other deputy director, as appropriate.</i>

For complete information on this award, refer to the Director's Recognition Program Guidelines.

11. PROGRAM POLICIES

11. Funding Sources for Volunteer Programs

11.1 Volunteer Enhancement Program (VEP)

The Volunteer Enhancement Program has been an invaluable source of financial support for volunteer efforts. This fund, when available, provides funding for projects which enhance the department's volunteer programs and expand the interpretive and educational opportunities within state parks.

When funds are available, the VEP Coordinator in the Interpretation and Education Division will access the Park Infrastructure Database (PID) to review projects for eligibility. The district must enter all projects that need funding into the PID in order to be considered. Each district has a VEP coordinator to disseminate VEP information to the district. VEP coordinators also monitor, track and report VEP expenditures to the Interpretation and Education Division. Depending on district needs the VEP coordinator's role can be assigned to the administrative officer, maintenance chief, interpretive specialist, volunteer coordinator, or another position.

11.2 Cooperating Associations

Cooperating associations are federally recognized nonprofit corporations established to provide financial aid for the interpretive and educational activities of the state park unit(s) for which they were formed. Cooperating associations provide vital support to volunteer programs by funding a variety of items such as interpretive aids/materials, costumes, and equipment. Many associations also provide funding/support for training, special events and interpretive programs.



11.3 California State Parks Foundation

California State Parks Foundation supports and raises funds for a wide range of environmental education projects and wildlife and habitat preservation. Collaborative funding supports projects such as Earth Day restoration and cleanup events, the Marine Education Center at Año Nuevo State Reserve in San Mateo County, and Coast Alive!, a marine ecology education pilot program for students in Southern California.

11.3.1 Ranger Lane Volunteer Fund

The California State Parks Foundation administers the Ranger Lane Volunteer Fund (named for Ambassador L.W. "Bill" Lane, Jr., a Foundation trustee and honorary member of CSPRA). The fund specifically supports state park projects and programs that involve the efforts of volunteers. State park staff, volunteers and cooperating associations can apply with the approval of the district superintendent. Projects must benefit the department's volunteer programs. Grants range from \$500 to \$5,000 (most grants are in the \$500 to \$2,500 range) and applications may be submitted at any time.

To apply for a grant from the Ranger Lane Volunteer Fund, send a one to two page request explaining the who, what, where and why of the proposal to:

Grants Manager
California State Parks Foundation
P.O. Box 548
Kentfield, CA 94914

(415) 258-9975

Call 1-888-98PARKS for more information
on specific programs
supported by the
California State Parks
Foundation.



12. PROGRAM POLICIES

12. Department Policy Regarding Cooperating Associations and Volunteers

The policies and procedures for the Cooperating Associations Program are fully discussed in a separate document, the *Cooperating Associations Program Manual*, and the program is managed separately by the Cooperating Associations Program Manager.

The separation of the Volunteers in Parks and Cooperating Associations programs occurred as a result of the 1989 Department Task Force that evaluated the programs to determine how they could best be managed to resolve a number of issues regarding risk management, liability, program responsibility and control. These issues had been raised by legislators, attorneys, auditors and control agencies after serious problems became matters of public discussion. While the volunteer program and cooperating associations program are related to each other and connected to the department, they are best managed when roles and responsibilities are clear, appropriate and legal.

12.1 Cooperating Association Liaison (CAL)

Department policy requires that district superintendents assign the duties of volunteer program coordinator and the cooperating association liaison (CAL) to two different staff members. This helps reduce confusion about organizational roles and responsibilities, and ensures a legal and clear administrative separation between cooperating associations and volunteers. The district superintendent must approve exceptions to this policy. Operational needs and staffing levels may create temporary conditions for exceptions, but they are to be considered provisional and should be corrected as soon as possible.

12.2 Cooperating Association Members and Volunteers

Cooperating association members may serve as volunteers to the association and may be considered employees of the cooperating association for purposes of workers' compensation insurance. Because of liability and workers' compensation issues, a clear distinction must be made between department volunteers and cooperating association volunteers.

12.3 Cooperating Association Members as Department Volunteers

Cooperating association members may sign up and serve as department volunteers using the registration procedures established by the district, including completion and approval of the *Volunteer Service Agreement* (DPR 208) and a written duty statement. However, department volunteers need not be members of a cooperating association or any other support organization.

12.4 Complimentary Park Passes

12.4.1 Complimentary Day Use Pass (DPR 903A)

Complimentary passes for free day use (DPR 903A) may be awarded by district or sector superintendents as a method of acknowledging board members of recognized cooperating associations who have served for one year or more. Passes may be restricted to one unit or expanded to the entire state, and are valid for one year. For more information, consult the Interpretation and Education Division.

(Refer to Departmental Notice 97-42, *Complimentary Passes* in Appendix 3.)

12.4.2 VIP Statewide Pass (DPR 208E)

Hours worked as a volunteer or employee of a cooperating association may not be counted toward the 200 hours of department volunteer time required to earn a *VIP Statewide Pass* (DPR 208E). Only those hours worked directly as a department volunteer under the *Volunteer Service Agreement* (DPR 208) and duty statement may accrue for purposes of earning the statewide pass.

13. MANAGING A VOLUNTEER PROGRAM

This section of the *Volunteers in Parks Program Guidelines* offers practical advice and guidance on how to create and organize a Volunteers in Parks Program.

13. Starting a Program

Coordination among ALL staff is essential for the success of volunteer programs.

13.1 Staff Support

Staff in all park functions—visitor services, maintenance, and administration—are essential to the success of a well-managed and cost-effective volunteer program.

The district superintendent has the role of encouraging each park employee to be aware of the associated demands and great potential of a successful volunteer program.

13.2 Problem Identification

If you can't identify the problem, then it's impossible to know when or if you've found the right solution.

Every unit within California State Parks has the need to:

- improve public service
- protect resources
- make the public more aware of the importance of state parks to society, the economy, and individual well being.



Follow these six steps of the basic problem-solving process to determine if a volunteer program would help meet your park needs:

1. Identify the problem
2. Analyze the problem
3. Generate potential solutions
4. Select and plan the solution
5. Implement the solution
6. Evaluate the effectiveness of the solution

13.3 Starting Small

Use the problem-solving process to make positive changes incrementally. Any change should not be viewed as a one-time answer to an identified problem, because there is generally more than one solution. In places where the volunteer program is new, there are always procedures to develop and problems to resolve. Begin with small volunteer projects and expand the program as department staff and volunteers become familiar with their duties.

13.4 Needs Assessment

A needs assessment is a formal investigation of how volunteers can serve a park and what types of volunteer skills are needed. Include all park staff in an ongoing evaluation of the volunteer program. A well managed volunteer program has the potential for increasing the effectiveness of the public services, but will also create unanticipated demands upon staff time and funding.

Department policy states that volunteers cannot be used to replace permanent staff — only to support and assist staff with their responsibilities

A volunteer needs assessment should include a list of all the desired tasks, projects or activities. Identify the following needs in your assessment:

1. tasks currently performed by staff where assistance is needed
2. tasks not performed by staff members
3. staff activities, which might be performed by volunteers when staff is off-duty.

Follow these steps in conducting a needs assessment:

- **Review** your list: the list should be both comprehensive and specific, including everything from emptying trashcans to processing the mail.
- **Rank** the items according to the commitment of time required on the part of staff to train and supervise volunteers. Include tasks or projects that require specific training or skills not found in existing staff.

- **Establish** priorities based on the park unit's needs and the level of support available.

13.5 Duty Statement

The district superintendent shall delegate a district volunteer coordinator or designated representative to develop clear and concise duty statements for each volunteer position or function. The duty statement must outline specific volunteer duty responsibilities, performance standards, and supervisory chain of command.

A duty statement typically includes the following items:

1. Title
2. Purpose
3. Duties/Responsibilities
4. Skills/Qualifications
5. Time commitment
6. Training
7. Reporting
8. Benefits the volunteer can earn

A well-written duty statement will clearly identify:

1. the tasks the volunteer will perform.
2. the time commitment required for each task.
3. skills and knowledge needed to do a job safely and effectively.
4. training needs—initial and ongoing—to meet performance standards.
5. supervisory path to the volunteer and the person or position to whom the volunteer reports.

A single standard duty statement may be written for a number of volunteers when several volunteers are needed for a specific job. For example, a standard duty statement could be used to detail the responsibilities, the supervisory chain of command, and the performance standards for camp hosts at all park units within a district, as long as the duties and standards are the same at each park.

Attach the duty statement to the individual's *Volunteer Service Agreement* (DPR 208), or reference on the *Volunteer Service Agreement* (DPR 208) if the duty statement is used for several volunteer positions.

Sample duty statements are included in Appendix 1.

13.6 Work Environment

A positive work environment helps create a feeling of cooperation and mutual respect between volunteers and staff.

Create and maintain a good working environment by:

- being friendly
- greeting volunteers by name
- thanking them—and most importantly,
- treating them with respect.

Each volunteer should be made to feel comfortable and aware of any written and unwritten “ground rules” in effect. Share and rotate monotonous assignments among volunteers so trained and qualified individuals won’t become bored with their tasks.

Provide, if possible, the following amenities for volunteers:

1. a break room (which may be shared with staff)
2. a place where volunteers can securely store valuables such as purses and jackets
3. parking spaces
4. a night escort to the parking lot, if requested.

Some volunteers might feel uncomfortable asking for such conveniences, so it is better to provide information about these services during the initial orientation.



14. MANAGING A VOLUNTEER PROGRAM

14. Recruitment

14.1 Finding the Right Volunteers

Delay recruitment until the preliminary structure of the volunteer program is completed, including the following:

- duty statements are prepared
- volunteer facilities and assignments are designated
- program supplies are obtained
- training needs are identified, etc.

Once you begin recruiting, remember that patience and persistence is required, particularly in the initial stages. As time goes on, volunteers themselves will spread the word and become among your best resources for increasing the park's volunteer corps.

The most effective way to recruit volunteers is by personal contact. Simply ask them. Recruiting opportunities abound:

- local community volunteer centers, which specialize in locating and placing volunteers
- community club meetings
- social functions
- church gatherings
- professional societies
- senior citizen groups
- at shopping malls
- conferences and fairs
- media outlets, including participating in local talk shows, placing PSAs in newsletters, local newspapers and radio/TV stations, etc.
- volunteer programs run by private businesses, industries, or state and federal agencies.



You can reach a great number of people using such tools as:

- flyers and posters
- newsletter articles
- CD, video, or slide shows
- email blasts
- Internet sites, such as VolunteerMatch, Volunteer Centers of California, Hands On Network, and Take Pride in America

On all communication, include a contact specific person, telephone number, Internet and email address.

Students and youth are excellent volunteers. Check on college campuses through clubs, student union, information networks, college newspapers, job placement centers, as well as by approaching professors who teach courses in archeology, history, recreation, anthropology and other park-related subjects. High school and elementary school-age volunteers can be found through teachers, principals, guidance counselors, and clubs. Special-interest groups, such as off-highway vehicle clubs, local hiking clubs and scouting troops, can be reached through active members.

Note: General information about volunteer opportunities in California State Parks is found on the department's home page [www.parks.ca.gov]. Advertise your park or unit volunteer program by contacting the volunteer programs coordinator in the Interpretation and Education Division.

14.2 Screening Volunteer Applicants

Proper screening, interviewing, and placement are essential to program success. Do not feel compelled to accept everyone who walks through the door. Screen all potential volunteers properly in order to assure that their impact is positive for you, the park, and the public.

Effective duty statements and recruitment make screening easier. The *State Park Volunteer Application* (DPR 208H) provides the basic data needed to interview and select volunteers.

Remember, it is department policy that screening shall not be based on the applicant's race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

14.3 The Interview Process

The objective of an interview process is to identify the most qualified person to fill a position. The interviewer must plan very carefully to conduct an interview that elicits the information needed to judge each candidate's qualifications for specific assignments. Every interview has the following stages:

14.3.1 Preparing the Interview Questions

When developing questions for an interview ask yourself two very important questions:

1. Will the question elicit an answer that could screen out minorities or members of one gender or disqualify a significantly larger percentage of one particular group over any other group?
2. Is the information you are requesting really needed to evaluate the applicant's competence or qualifications for a specific assignment?

There are two ways to structure your questions:

1. Open-ended questions are designed to encourage the applicant to provide additional information about a certain subject. They might include the following:
 - Tell me, how would you...?
 - What did you like best about...?
 - Why are you interested in being a volunteer?
2. Restricted questions tend to elicit short answers: yes, no, or a brief response:
 - Can you work the required two days per month?
 - Are you available to work on Tuesday afternoons?
 - Do you have computer experience?

A combination of questions is usually used in an interview.

14.3.2 Pre-Interview

Before the interview, take time to review the questions that will be asked, the duty statement, and the potential volunteer's application form. Remember to relax, because the interviewer is often as nervous and self-conscious as the applicant is. Give the applicant an opportunity to review the duty statement. Choose a location for the interview that is comfortable and free from interruptions.



14.3.3 Opening the Interview

You should make every attempt to establish rapport with the volunteer and make him or her feel at ease. Welcome the applicant, introduce everyone on the panel, and provide a brief overview of your volunteer program.

14.3.4 Conducting the Interview

A critical issue in interviewing is listening to what the candidate has to say. Allow the volunteer to answer your questions free from interruption. This is a two-way interview. Invite questions, comments, and concerns so both parties will have the information needed to make a decision whether or not the volunteer is right for the position and the position right for the volunteer. Be sure that the same questions are asked of all volunteers who apply for a specific job, although additional questions may be asked of individuals in order to clarify or amplify a point. Give the potential volunteer a chance to ask questions, too.

14.3.5 Closing the Interview

In closing, it is important to be concise and upbeat. Briefly review the interview to ensure that both parties understand the same information, and then explain to the potential volunteer what the next steps will be. Finally, thank the applicant for his or her interest and effort.

14.4 Reference Checks

Ask for references and check them, especially if the work your volunteer will be doing is sensitive, such as working with money, certain administrative documents, or with children. If the position you have to fill is not considered sensitive and you have no intention of contacting references, don't ask for them.

14.5 Placement

Placement of a volunteer should be based on the information gathered in the screening process. Placement must be done with the consensus of both the volunteer and the supervisor.

14.6 Notification

Be sure to inform prospects who were not selected for volunteer positions. If possible and appropriate, find another volunteer opportunity for them to consider.

15. MANAGING A VOLUNTEER PROGRAM

15. Becoming Familiar with the Park and the Assignment

15.1 Orientation

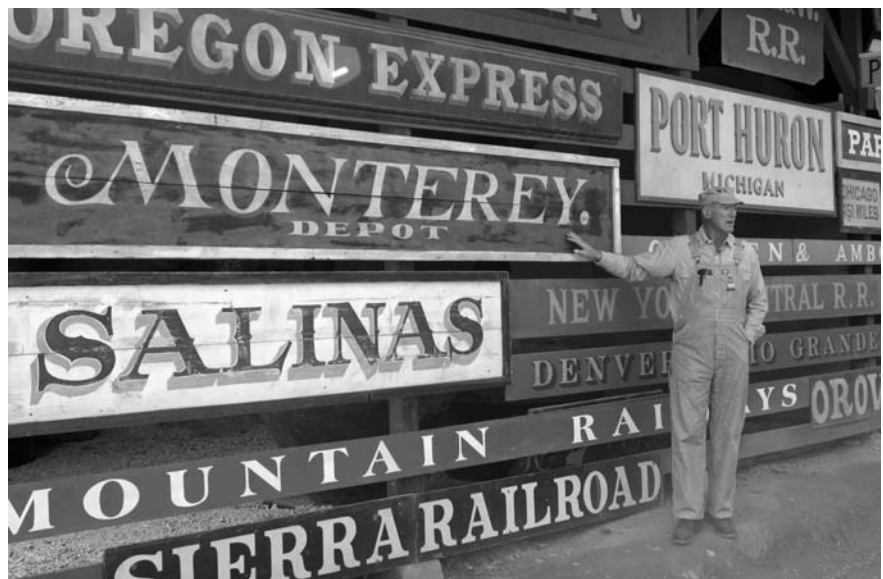
Proper orientation will help volunteers feel welcome and gain the most from their volunteer experience. Orientation is not training and should not be used to teach skills or provide volunteers the depth of knowledge they may need to do their jobs.

Orientation of a new volunteer is made easier for the immediate supervisor when a “formal” orientation session is held. The “where,” “what,” “when,” “why,” and “with whom” of the volunteer’s first assignment must be covered, as well as letting the volunteer know where to go for help.

The volunteer supervisor should use the orientation to:

- introduce California State Parks and its mission
- welcome a volunteer to the park staff and co-workers
- teach a volunteer their assignment
- acknowledge volunteer performance standards.
- inform the volunteer of liability protection and injury compensation under the VIP Program. (Note: coverage and protection applies only while volunteers are working within the scope defined by their *Volunteer Service Agreement* (DPR 208) and duty statement.

An orientation checklist for volunteers should be completed and kept with the volunteer’s file. (A sample checklist is provided in Appendix 2.)



15.2 Training

For the sake of the volunteer and the department's equipment, training is important.

Time devoted to volunteer training is time well invested, providing not only greater program efficiency but also increased job satisfaction among your volunteers.

Volunteer training is an ongoing process consisting of:

1. Initial onsite training, an integral part of an active volunteer program.
2. Periodic refresher training to increase a volunteer's overall effectiveness.

When planning volunteer training, consider the following:

- Be as precise as possible in identifying the skills and knowledge to be learned or refined.
- Be as job-specific as possible.
- Be realistic about what you can accomplish in the allotted time.
- Involve experienced volunteers and staff.
- Draw on the skills and experiences of all who participate in the training.
- Look for opportunities to train volunteers and staff together.

16. MANAGING A VOLUNTEER PROGRAM

16. Keeping the Program Running Smoothly

16.1 Program Leadership

The goal of a good program leader is to help volunteers feel productive, successful, recognized and rewarded. Volunteers receive no financial gain for their work – their “reward” comes in a feeling of accomplishment and a sense of belonging. Volunteers take pride in their work and in their relationship with California State Parks.

A successful volunteer coordinator knows this, and helps keep morale and productivity high by:

- making volunteers feel wanted and part of the working team
- complimenting volunteers for work well done
- showing volunteers how their work helps the department achieve its goals
- providing volunteers with a visible means of identifying themselves with the department
- recognizing and rewarding volunteers for their contributions.

16.2 Assessment and Review

Periodic assessments and reviews of performance provide vital two-way communication between volunteers and their program leaders and supervisors. Frequent, informal evaluations furnish volunteers with feedback on the quality of their work.

Such evaluations also enable supervisors to recognize potential program-wide problem areas that may need to be addressed with additional training or other actions.



The volunteer coordinator should conduct informal interviews with new volunteers after the first four to six weeks.

Use the convenient spaces provided on the back of the *Volunteer Service Agreement* (DPR 208) to record periodic evaluations. The evaluations can be used as a reference for identifying needed training for current and future volunteers and assignments. Give a written copy of all evaluations to the volunteer.

Allow volunteers to evaluate the VIP program; they can tell you what is good and what needs to be improved—things you may not necessarily see while working on the “inside.” These volunteer evaluations can occur informally (for example, a suggestion box) or formally (such as during an exit interview or through a survey).

16.3 Problem Solving

The volunteer supervisor should strive to resolve volunteer conflicts or concerns at the lowest level possible, and as quickly as possible. If problem-solving measures do not improve the situation, and the volunteer cannot be assigned to another project or task without a repeat of the problem, termination of his or her services may be required.



17. MANAGING A VOLUNTEER PROGRAM

17. Rewarding Achievement

17.1 Recognition and Motivation

Volunteer recognition, if presented by department staff on a regular basis and at differing levels of formality, is a strong motivational tool that helps increase volunteer productivity and retention rates. There are many ways to motivate volunteers in addition to the departmental awards and passes covered under Chapter 10, Volunteer Recognition. The following is a partial list of actions to incorporate into your volunteer programs:

- Give constructive feedback to volunteers about their work, formally in a scheduled meeting, and informally on a regular on-the-job basis.
- Provide opportunities for your volunteers to give feedback about the park and the VIP program. Solicit volunteer's ideas by using a suggestion box, and follow their advice where appropriate. These practices foster two-way communication.
- Have an open-door policy with volunteers. Invite them to drop by and chat, air concerns, or discuss their work.
- Give volunteers opportunities for increased responsibilities (in other words, promotional or advancement opportunities within your volunteer organization).
- Invite volunteers to staff meetings, and encourage them to actively participate.
- Recognize volunteers through formal events. Have an annual Volunteer Day (perhaps during National Volunteer Week in April) to formally recognize volunteers, or schedule formal get-togethers such as banquets, parties, picnics, etc.
- Invite volunteers to lunch, or have a sack lunch day for everyone.
- Let staff know when volunteers are providing an important and valuable service.
- Look for secondary motivations (the individual volunteer's personal agenda), and acknowledge them by providing opportunities to socialize, train for leadership, gain a sense of achievement, etc.
- Grant special privileges to volunteers:
 - behind-the-scenes tours
 - special "invitation-only" events
 - open access to libraries
- Provide variety for volunteers through:
 - short-term projects

- sharing the exciting — and the mundane assignments
- Communicate often that individual and group volunteer efforts are vital.
- Recognize volunteers informally, on a daily basis. Examples: a thank-you after a difficult day, a birthday card, a smile, etc.
- Provide a regular parking space.
- Include a story in the department newsletter, *News & Views*, or a local newspaper, telling of a volunteer's impact on people or programs.
- Recognize paid staff who works with volunteers. A recognition system for staff who effectively manage volunteers will do much to maintain good relations between volunteers and staff.
- Make a CD or video of a park volunteer. Show the volunteer at the worksite; record testimony from paid staff and other volunteers; write and perform a poem or a song; make the CD or video serious or make it fun; make the video a memento the volunteer can take home and cherish for years to come.

17.2 Other Awards and Volunteer Programs

In addition to the department awards discussed in Chapter 10: Volunteer Recognition, there are a number of state and national awards that recognize the special accomplishments of volunteers and organizations. Department staff may nominate candidates for the following awards:

- California Service Corps Service and Volunteer Stars
- Daily Points of Light Award
- The First Lady of California Volunteer Award
- Take Pride in California and Take Pride in America Awards
- The President's Volunteer Service Awards

Other volunteer recognition events include:

"Make a Difference Day," celebrated the last Saturday in October, is sponsored by USA Weekend and the Points of Light Foundation.

National Volunteers Week, traditionally designated as the third week in April, is an appropriate time to recognize state park volunteers and their efforts.

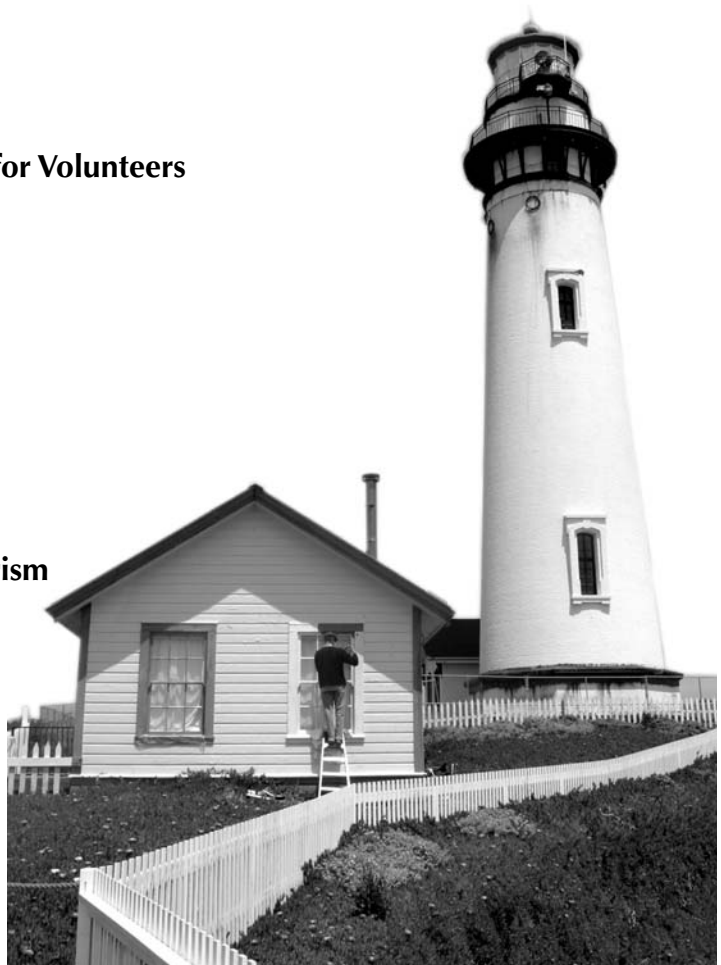
Contact the statewide volunteer programs coordinator for specific information about these awards and events.

APPENDIX 1

GENERAL INFORMATION

- 18.1 "A State Park System is Born"**
A Brief History of California State Parks
- 18.2 Volunteer Coordinators by District**
- 18.3 Volunteer Enhancement Program Coordinators by District**
- 18.4 VIP Annual Report**
- 18.5 Duty Statements/Recruitment Flyers**
 - 18.5.1 Camp Host**
 - 18.5.2 Mountain Bike Patrol**
 - 18.5.3 Docent**
- 18.6 Resource Information**
 - 18.6.1 National Organizations for Volunteers**
 - 18.6.2 Publications**
 - 18.6.2.1 Books**
 - 18.6.2.2 Periodicals**
 - 18.6.2.3 Online Resources**
- 18.7 Tax Benefits of Volunteerism**

** Note: Not all information included in the Appendices is available in the web-based version of the handbook. Please contact the volunteer programs coordinator in the Interpretation and Education Division to request copies of missing items.*



18.2 Volunteer Coordinators by District

The district volunteer coordinator provides liaison between sector and/or unit volunteer coordinators and the volunteer programs manager in the Interpretation and Education Division in Sacramento. Responsibilities include volunteer record keeping and ordering volunteer recognition materials. The volunteer coordinator may also oversee district-wide usage of Volunteer Enhancement Program (VEP) funds.

For a current roster of district volunteer coordinators, please contact the volunteer programs coordinator in the Interpretation and Education Division.

18.3 Volunteer Enhancement Program Coordinators

Each district must designate a single contact person to coordinate minor capital outlay funding priorities for the district and monitor and report VEP expenditures to the volunteer programs coordinator in the Interpretation and Education Division in Sacramento headquarters. Depending on district needs, the regional administrative officer, district maintenance chief, district interpretive specialist, or other staff, may serve as VEP coordinator.

For a current roster of district volunteer coordinators, please contact the volunteer programs coordinator in the Interpretation and Education Division.

18.4 Volunteers in Parks Annual Report



Volunteers in Parks 2003 Annual Program Activity Report

*California State Parks was the grateful recipient of valuable services from our dedicated volunteers. In calendar year 2003, **10,752** volunteers provided **923,991 hours** in donated service, with an equivalent value to the department of over **\$15.8 million**.*

The numbers of volunteers in state parks increased by 1.4% in 2003, reversing a four-year downward trend. The number of volunteer hours increased 1.7% statewide, continuing an upward shift since 2001. The average number of hours donated per volunteer was 86 hours/year in 2003, consistent with 2002. The attached charts summarize 2003 volunteer activity and overall trends since 1997.

The dedicated park staff who administer the Volunteers in Parks Program are unsung heroes deserving special acknowledgment. Unfortunately, the number of field employees devoted to volunteer recruitment, training, retention, and administration grew by only 3%, while the number of staff hours expended on the program decreased 31% in 2003.

Interpretation and docents represent the largest category of volunteers, comprising over 31% of all hours. Camp hosts and volunteers performing important public contact functions combined for another 31% of total hours.

Earth Day, Trails Day, Coastal Clean Up Day and other special events garnered thousands of volunteers. Working collaboratively with the California State Parks Foundation, California State Parks continues to involve individuals from throughout the state to clean up our parks and beaches.

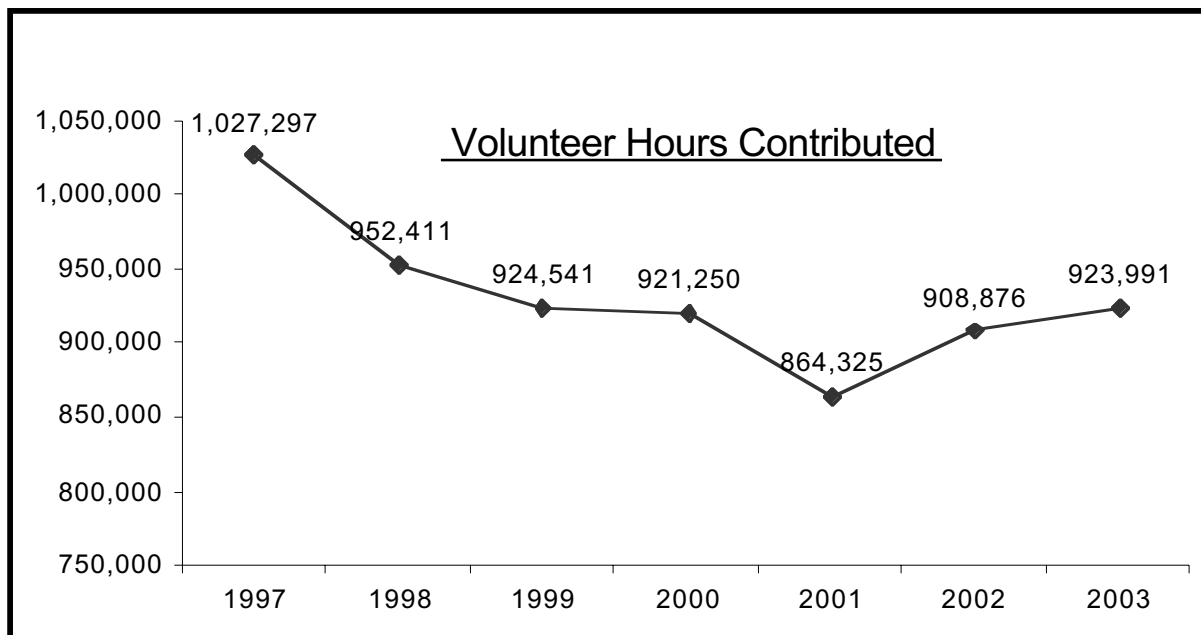
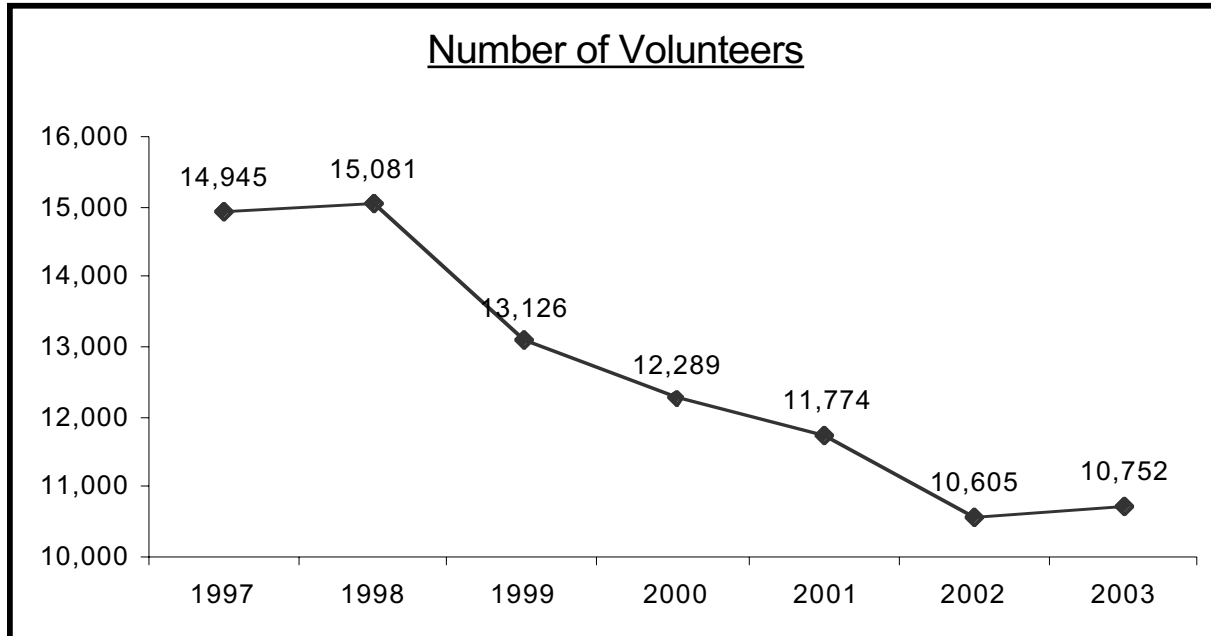
In 2003, Volunteer Management Training was presented to volunteer coordinators, building skills and knowledge that help staff efficiently and effectively work with volunteers to meet park needs.

The Volunteer Enhancement Program funded 86 projects totaling \$3.6 million in Fiscal Year 02/03, but only 20 projects totaling \$550,00 in Fiscal Year 03/04. These projects have improved camp host sites, built interpretive displays, improved volunteer areas, and increased the availability of programs to the public using volunteers.

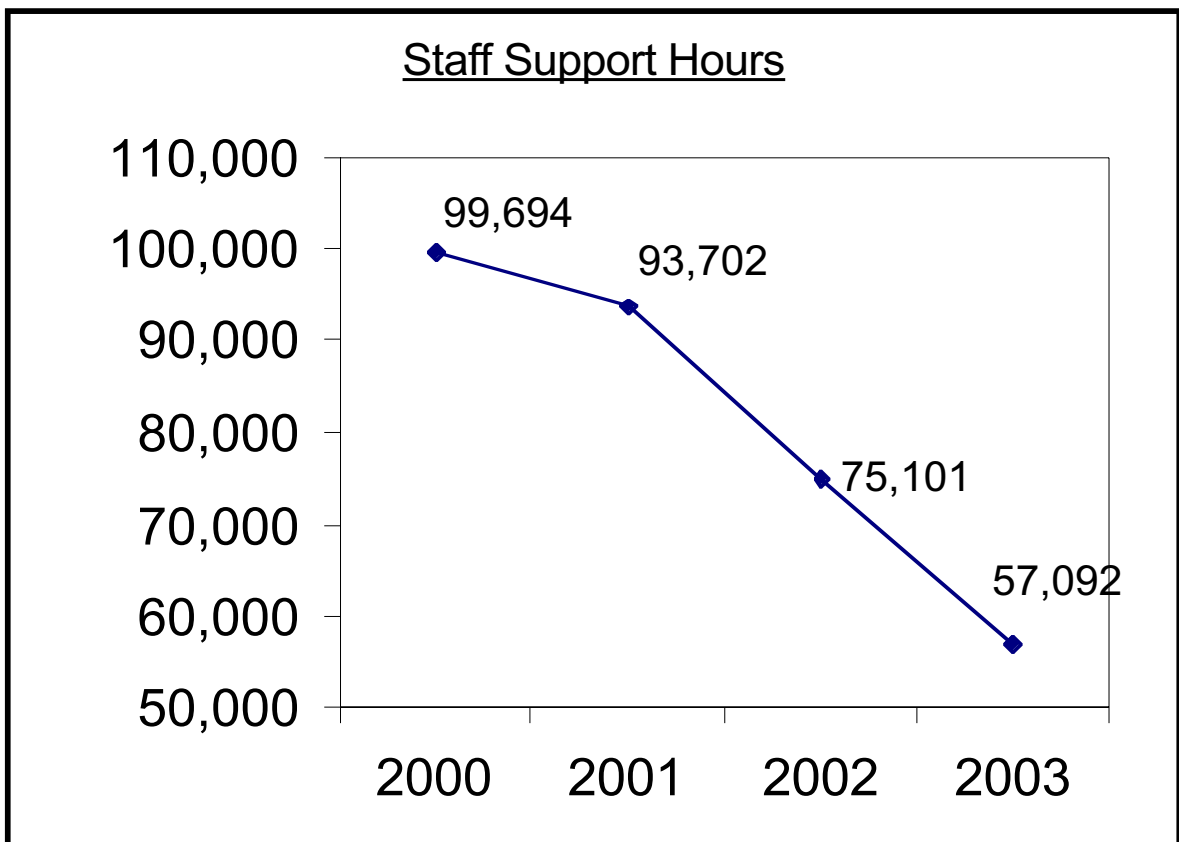
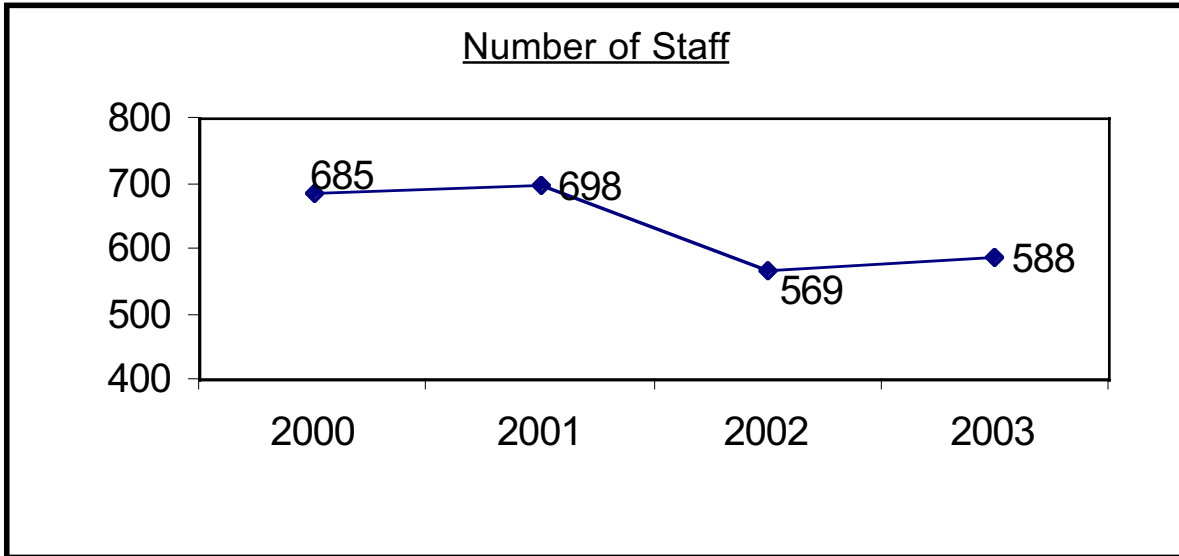
If you have questions about this report, please contact Margo Cowan at (916) 653-8819 or by e-mail at mcowan@parks.ca.gov.

**The 2003 volunteer service hour is based on the private sector value of \$17.19 as reported by Independent Sector, based on private non-farm payroll determined by the Bureau of Labor Statistics of the U.S. Department of Labor.*

***Volunteers in Parks Program
Volunteer Statistics
1997 - 2003***



***Volunteers in Parks Program
Staff Statistics
2000 – 2003***



Volunteers in Parks 2003 — Categories of Volunteer Duties

District /Unit/ Office	Admin.	Campground/ Park Host	Interp.	Maintenance/ Housekeeping	Public Safety	Natural Resource Mgt.	Cultural Resource Mgt.	Public Relations	Total Public Contact	Other	Volunteer Hours	Total # of Volunteers
Angeles	4,831	13,644	6,581	7,323	13,189	6,024	2,013	135	5,031	1,527	60,298	479
Capital	22,752	0	122,256	10,671	0	91	2,091	621	4,752	15,736	178,970	981
Central Valley	3,660	2,591	13,561	6,746	3,715	16	1,372	239	5,547	2,133	39,580	691
Channel Coast	1,930	17,968	11,783	2,431	690	976	1,311	605	12,583	1,922	52,199	219
Colorado Desert	192	14,286	414	6,495	5,603	12,852	4,334	56	11,365	3,396	58,993	496
Diablo Vista	1,123	2,610	9,322	5,859	1,519	547	306	1,730	3,998	2,042	29,226	749
Gold Fields	2,632	6,643	11,890	3,528	7,985	0	2,743	152	2,049	947	38,569	506
Hollister Hills SVRA (1)	120	0	25	570	3,290	0	0	710	0	0	4,715	20
Hungry Valley SVRA	0	0	0	0	819	0	0	0	0	0	819	15
Inland Empire	3,278	2,036	7,558	4,131	324	681	263	973	7,378	1,908	28,530	343
Mendocino	796	5,326	1,126	3,021	238	120	0	603	5,339	0	16,569	100
Monterey	10,873	4,334	11,780	6,082	2,181	4,784	1,463	668	14,008	6,902	63,074	535
North Bay	3,379	9,623	17,774	3,746	124	2,712	2,376	483	10,090	0	50,307	1,080
North Coast Redwoods	2,025	14,241	2,805	4,359	299	311	8	597	10,837	0	35,481	180
Northern Buttes	1,574	6,289	11,835	1,981	881	223	455	385	2,879	3,002	30,691	1,192
Oceano Dunes SVRA	26	0	300	0	144	36	0	0	0	54	560	182
Ocotillo Wells SVRA (1)	0	0	0	0	0	0	0	0	0	1,136	1,136	7
Orange Coast	3,814	6,379	1,426	2,986	552	953	246	300	6,253	810	23,719	155
San Diego Coast	3,941	17,471	14,652	3,535	968	1,145	771	723	12,023	245	55,475	475
San Luis Obispo Coast	10,444	5,776	14,283	1,644	13,579	2,365	934	620	18,655	409	68,727	623
Santa Cruz	3,364	14,374	26,398	6,174	1,382	17,212	318	368	7,532	4,742	81,864	1,657
Sierra (1)	40	0	1,159	34	0	0	0	26	534	0	1,793	46
Twin Cities SVRA	0	0	0	0	2,580	40	70	0	6	0	2,696	21
District Totals	80,794	143,591	286,928	81,316	60,062	51,088	21,074	9,994	140,859	46,911	923,991	10,752
% to Total	8.74%	15.54%	31.05%	8.80%	6.50%	5.53%	2.28%	1.08%	15.24%	5.08%		

(1) District figures are for 2002. No reports received for 2003.

7/15/04

VOLUNTEERS IN PARKS 2003—Park Staff / Volunteer Hours

District/Unit/Office	Total Volunteer Hours	Total # of Volunteers	Total CSP Staff Hours	Total CSP Staff	Volunteer Hours Received Per Staff Hours Invested
Angeles	60,298	479	1,979	39	30.47
Capital	178,970	981	8,954	37	19.99
Central Valley	39,580	691	2,370	31	16.70
Channel Coast	52,199	219	2,140	12	24.39
Colorado Desert	58,993	496	2,555	32	23.09
Diablo Vista	29,226	749	4,048	24	7.22
Gold Fields	38,569	506	2,694	27	14.32
Hollister Hills SVRA (1)	4,715	20	320	2	14.73
Hungry Valley SVRA	819	15	80	5	10.24
Inland Empire	28,530	343	3,268	35	8.73
Mendocino	16,569	100	791	18	20.95
Monterey	63,074	535	4,718	41	13.37
North Bay	50,307	1,080	2,150	33	23.40
North Coast Redwoods	35,481	180	2,539	62	13.97
Northern Buttes	30,691	1,192	3,156	44	9.72
Oceano Dunes SVRA	560	182	120	1	4.67
Ocotillo Wells SVRA (1)	1,136	7	134	2	8.48
Orange Coast	23,719	155	2,036	26	11.65
San Diego Coast	55,475	475	3,332	43	16.65
San Luis Obispo Coast	68,727	623	94,835	23	0.72
Santa Cruz	81,864	1,657	14,747	47	5.55
Sierra (1)	1,793	46	126	3	14.23
Twin Cities SVRA	2,696	21	60	1	44.93
Total:	923,991	10,752	157,152	588	5.87

18.5 Duty Statement / Recruitment Flyers

18.5.1 Camp Host



BEAR STATE PARK

VOLUNTEER PROGRAM

Title:	Camp Host
Purpose:	To serve as a visible representative of California State Parks in the campground, and to assist park staff with visitors and maintenance.
Duties:	Greet visitors and provide assistance and information; perform light janitorial duties; encourage compliance with park rules and regulations; collect fees and sell firewood.
Skills/ Qualifications:	Campground hosts must be willing to help and physically able to carry out their duties, have a positive and enthusiastic attitude, and an ability to learn park regulations and procedures. Hosts must be willing to wear proscribed uniform and conform to California State Parks appearance standards.
Reports To:	Chief Ranger
Time:	4 to 5 hours per day, 5 days a week; on call 24 hours a day to assist park staff.
Benefits:	Camp hosts receive a free campsite with the following hookups: electricity, water, and sewer. Hosts are also given a district day use pass to see and explore other units within the district. Camp hosts may attend training sessions related to their duties.
*For more information:	Name, Title Phone Number, Address, and/or Fax or E-mail Address

**If used for recruiting volunteers, add name and telephone number of volunteer coordinator or other contact person.*

18.5.2

Mountain Bike Patrol



BEAR STATE PARK

VOLUNTEER PROGRAM

Title:	Mountain Bike Patrol
Purpose:	To involve the bicycle riding public in park operations as volunteers who assist and provide information to park visitors.
Duties:	Provide assistance and information to park visitors; interpret the natural and cultural resources of the park unit; advise visitors of park regulations; maintain trails within the unit; and provide first aid and emergency assistance to park visitors.
Skills/ Qualifications:	Volunteers must be at least 18 years old, own their own mountain bike and helmet, and possess or obtain a Red Cross Field First Aid and CPR Certification. Volunteers must be in good physical condition, have a positive and enthusiastic attitude, and a willingness to work as a team member with park staff and visitors.
Reports To:	Chief Ranger
Time:	Patrol at least 8 hours per month, 96 hours per year.
Training:	Mountain Bike Patrol members receive training in trail safety, visitor contact, and communications.
Benefits:	The program provides members the opportunity to recreate while providing valuable assistance to State Parks and visitors.
*For more information:	Name, Title Phone Number, Address, and/or Fax and E-Mail

**If used for recruiting volunteers, add name and telephone number of volunteer coordinator or other contact person.*

18.5.3 Docent



BEAR STATE PARK

VOLUNTEER PROGRAM

Title:	Docent
Purpose:	To promote and interpret the natural and cultural history of Bear State Park.
Duties:	Upon successful completion a Docent Training Course, docents will interpret the natural and cultural history of Bear State Park by conducting tours for park visitors; staffing the information and sales counter; assisting with special programs and events; and performing Living History interpretation.
Skills/ Qualifications:	Docents must be friendly, courteous and possess good communication skills. Volunteers must be willing to learn and share their knowledge of the parks resources with visitors. They must be willing to make a serious time commitment to attend training and meetings.
Reports To:	District Interpretive Specialist
Time:	8 hours per month (minimum)
Training:	A formal training course is required to become a Bear State Park docent. The course is 40 hours long, taught once in the spring and once in the fall on Saturday mornings and Wednesday evenings. The course covers State Park Policies, Bear Park's natural and cultural history, and basic interpretive techniques.
Benefits:	Training on the natural and cultural history of the area. The opportunity to make new friends while enriching and enhancing the experience of park visitors.
*For more information:	Name, Title Phone Number, Address, and/or Fax and E-Mail

**If used for recruiting volunteers, add name and telephone number of volunteer coordinator or other contact person.*

18.6 Resource Information

Please contact the volunteer programs coordinator in the Interpretation and Education Division to suggest updates to this list.

18.6.1 National Organizations for Volunteers

Association for Volunteer Administration (AVA)

P.O. Box 4584, Bolder, CO 80306

(303) 451-0238

www.avaintl.org/

The mission of AVA, an international membership organization, is to promote professionalism and strengthen leadership in volunteerism. Resources include helpful publications and links to other volunteer organizations.

The Independent Sector

1828 L Street NW, Washington, DC 20036

(202) 223-8100; fax (202) 416-0580

www.independentsector.org

The Independent Sector is a national leadership forum, working to encourage philanthropy, volunteerism, not-for-profit initiative and citizen action that help serve people and communities. The website contains a list of publications that deal primarily with research and statistical information on volunteerism and provides links to other non-profit and volunteer organizations.

The Points of Light Institute

1737 H Street, NW, Washington D.C. 20006

(202) 223-9186 ext. 209; fax (202) 223-9256

www.pointsoflight.org/

The Points of Light Institute provides a full range of services to help business develop and manage workplace volunteer programs.

18.6.2 Publications

18.6.2.1 Books

Listed below are a few of the many books available in the field of volunteerism:

Ellis, Susan J. The Volunteer Recruitment (and Membership Development) Book 1996. 152 pp. Energize, Inc., 5450 Wissahickon Ave., Philadelphia, PA 19144 (800) 395-9800.

The book explains how it is essential to design the types of volunteer assignments that will attract the most qualified people, and offers a wealth of information on techniques of recruitment, recruiting for diversity, designing the best jobs for volunteers; and membership development for all-volunteer organizations.

McCurley, Steve & Vineyard, Sue. Measuring Up: Assessment Tools for Volunteer Programs 1997. 68 pp. VMSystems and Heritage Arts Publishing, 1807 Prairie Avenue, Dowers Grove, IL 60515 (630) 964-1194.

Tufts, Susan & Tremper, Charles & Seidman, Anna & Kahn, Jeffery. Legal Barriers to Volunteer Service 1994. Nonprofit Risk Management Center, Washington D.C.

Vineyard, Sue. Stop Managing Volunteers: New Competencies for Volunteer Administrators 1996. 108 pp. VMSystems and Heritage Arts Publishing, 1807 Prairie Avenue, Dowers Grove, IL 60515 (630) 964-1194.

18.6.2.2 Periodicals

Grapevine: Volunteerism's Newsletter

A bi-monthly publication with useful articles about volunteerism. \$25/year
CAHHS Volunteer Sales Center, P.O. Box 340100, Sacramento, CA 95834-0100 (916) 641-9671

The Journal of Volunteer Administration

A quarterly magazine featuring articles on practical concerns, philosophical issues, and significant research on volunteerism. \$29.00/year
Association for Volunteer Administration, P.O. Box 4584, Boulder, CO 80306
(303) 541-0238

Volunteer Leadership

A quarterly magazine for volunteer administrators, from The Points of Light Foundation which includes articles about volunteer administration, profiles of innovative volunteer programs and leaders, book reviews, and legislative updates. \$25.00/year. Leadership Circulation, 1737 H Street N. W., Washington DC 20006 (202) 223-9186

Non-Profit Times

A monthly newspaper with articles on philanthropy, volunteering, non-profit issues and developments. P.O. Box 7186, Princeton, NJ 08543-7285

18.6.3 Internet Resources

California State Parks www.parks.ca.gov

The department's web site includes general information about volunteer opportunities in California State Parks.

California Service Corps www.csc.ca.gov

The California Service Corps (formerly GOSERV) offers links to web sites of the Volunteer Centers of California, Hands On Network (in Los Angeles, San Diego and San Francisco Bay Area), USA Freedom Corps, Take Pride in America, AmeriCorps, Senior Corps and Peace Corps.

The Energize Web Site www.energizeinc.com

The Energize Web Site has a library of articles on volunteer program management, an electronic bookstore, quotes and parables celebrating volunteers, and professional education information.

National Park Service www.nps.gov/volunteer

The NPS volunteer site posts information on volunteer management: assessing needs, determining volunteer resources, development of duty statements, and the 1988 Draft NPS Volunteer In Parks Guidelines.



18.7 Tax Benefits of Volunteerism

The Tax Benefits of Volunteerism

Those added expenses that go along with donating your time and services as a volunteer for the California State Parks might be deductible when filing your taxes, as long as you keep a good written record. Generally, out of pocket expenses accumulated while serving a “qualified organization,” such as a government agency or a non-profit organization, as a volunteer can be deducted as charitable contributions. The amounts must not be reimbursed and the expenses incurred only because of the services you gave. They cannot be personal, living, or family expenses. Although we value your time and efforts, the monetary value of your time and services is not a deductible charitable contribution. The following is a summary of charitable contributions that may be deducted on your next tax return:

***Uniforms:** The cost and upkeep of uniforms not suitable for everyday use and that must be worn while performing donated services, can be deducted.

***Car Expenses:** Out-of-pocket expenses (the cost of gas and oil) directly related to the use of your car in giving services to a charitable organization may be deducted. If you don’t want to deduct your actual expenses, you can use a standard mileage rate of 14 cents per mile to figure your contribution. Parking fees and tolls may also be deducted. Reliable written records of your car expenses are a must!

***Travel Expenses:** Travel expenses incurred while you are away from home performing services for a charitable organization, if there is no significant element of personal pleasure, recreation, or vacation in the travel, can be deducted. Travel expenses include the cost of air, rail, bus, car, taxi, lodging, and meals.

***Conventions:** As a chosen representative at a convention given by a qualified organization, you can deduct actual unreimbursed expenses, of a reasonable amount, for transportation, meals, and lodging for yourself.

To receive more information, contact the IRS:

Free Publications and Forms: 1-800-tax-form (1-800-829-3676)

Tax Questions: 1-800-829-1040

Tax Information via the Internet: www.irs.ustreas.gov

Three different publications were used to develop this summary, and are available free of charge, from the IRS:

Your Federal Income Tax, Publication 17

Charitable Contributions, Publication 526

Instructions for Form 8283—Noncash Charitable Contributions.

Please note that this summary was prepared by state park staff, who are not tax consultants or CPAs. This information should be discussed with a tax preparer, DPA or attorney to evaluate its applicability to each individual’s case.

APPENDIX 2

FORMS

19.1 Departmental (DPR) Forms

California State Parks employees may access current forms on the DPR Share ("N") drive and Intranet:

DPR 145	<i>Accountable Documents Requisition and/or Inventory</i>
DPR 161	<i>Equipment Operator Qualifications Card</i> (Order from DPR warehouse using DPR 139)
DPR 175	<i>Employee State Property/Equipment Issue Record</i>
DPR 208	<i>Volunteer Service Agreement</i>
DPR 208B	<i>Volunteer Group Services Agreement</i>
DPR 208C	<i>Parental/Guardian Permission for Juvenile Volunteers</i>
DPR 208CC	<i>Parental/Guardian Permission for Juvenile Volunteers</i> (for Co-Sponsored Events)
DPR 208D	<i>Volunteer Confidential Information</i>
DPR 208E	<i>Volunteers In Parks–Statewide Pass</i>
DPR 208F	<i>Volunteers In Parks–District Pass</i>
DPR 208G	<i>Special Project or Activity Sign-In</i>
DPR 208GG	<i>Special Project or Activity Sign-in</i> (for Co-sponsored Events)
DPR 208H	<i>State Parks Volunteer Application</i> (DPR 208H is also on Department web site at: www.parks.ca.gov/pages/886/files/vipp.pdf)
DPR 208I	<i>Volunteer Medallion Nomination</i>
DPR 208J	<i>Poppy Award Nomination</i>
DPR 208K	<i>Volunteer Service Agreement Checklist</i>
DPR 308A	<i>Record of Passes Issued</i>
DPR 593	<i>Use of Criminal Justice Information</i>
DPR 615	<i>Employee's/Volunteer's Notice of Pre-Designated Physician</i>
DPR 883	<i>Pre-Employment Arrest/Conviction Disclosure Statement</i>
DPR 954	<i>Self Identification and Certification</i>
DPR 967A	<i>Director's Special Commendation Award</i>
DPR 993	<i>Visual Media Consent</i>

19.2 Standard (State) Forms

California State Parks employees may order current forms from DPR Warehouse on *Supply Order* (DPR 139):

STD 204	<i>Payee Data Record</i>
STD 261	<i>Authorization to Use a Privately Owned Vehicle on State Business</i>
STD 268	<i>Accident Report</i>
STD 270	<i>Vehicle Accident Report</i>
STD 689	<i>Oath of Allegiance</i>
STD 910	<i>Essential Functions Health Questionnaire</i>
INF 254	<i>Government Agency Request for Driver License/Identification Record Information</i>

19.3 Volunteers in Parks Program (VIP) Forms

VIP	<i>Annual Program Activity Report</i>
VIP	<i>Orientation Checklist</i>
VIP	<i>Performance Evaluation</i>
VIP	<i>Exit Interview</i>
VIP	<i>Poppy Award</i> (sample language)
VIP	<i>Volunteer Medallion</i> (sample language)

APPENDIX 3

LEGAL / ADMINISTRATIVE REFERENCES

20. State Laws

Government Code §3110 through §3119.2: CA State Government Volunteers Act

California Fair Labor Standards Act Manual, Chapter 3: Volunteers

California Labor Code §1720.4: Public Works

California Vehicle Code §4000.4: Registration Required: Primary Use

California Vehicle Code §17150, §17151: Liability of Private Owners

State Administrative Manual (SAM) §2420: Motor Vehicle Liability Self-Insurance Program

State Administrative Manual (SAM) §2455: Motor Vehicle Accident Reporting
and Investigation

For complete text of legislation and administrative policies and procedures, refer to:

www.dpa.ca.gov/general/publications/manuals/flsa/flsa9402.shtm

and www.leginfo.ca.gov



21. Department Policies

Department employees may access departmental manuals and notices on the Department Share ('N') drive or Intranet:

Department Administrative Manual (DAM) §1260: Employee Vehicle Accident Prevention

Department Administrative Manual (DAM) §1265: Vehicle Operation Policies and Procedures

Departmental Notice 96-26: Receipts, Tickets and Passes Accountability
See also: DOM 1424.21 and 1425.22, DAM 0830.6

Departmental Notice 97-21: DPR Policy for Commercial Driver's License (CDL) Drug and Alcohol Testing Program

Departmental Notice 97-42: Complimentary Passes

Departmental Notice 2001-13: Employment / Pre-Employment Criminal History Checks

Departmental Notice 2004-06: Utilization of Volunteers in State Parks

Departmental Notice 2004-08: Housing Plan Guidelines

***Government Code §3110 through §3119.2: California State
Government Volunteers Act***

ARTICLE 1

GENERAL

3110. Short title

This chapter shall be known and may be cited as the California State Government Volunteers Act.

3111. Definitions

As used in this chapter:

- (a) "Volunteer" means any person who, of his own free will, provides goods or services, without any financial gain, to any state agency, as defined in Section 11000;
- (b) "Administrative volunteer" means any person serving voluntarily on boards, commissions or other similar bodies with California state government; and
- (c) "Direct service volunteer" means any person involved in specific volunteer service that includes one to one relationships or assistance to recipients of government services.

3112. Legislative findings and declarations

The Legislature finds and declares that:

- (a) Since the spirit of volunteerism has long animated generations of Americans to give of their time and abilities to help others, the state would be wise to make use of volunteers in state service wherever practically possible.
- (b) The spirit of citizen initiative and self-reliance that has prevailed throughout the United States for over the past two centuries needs to be recognized and fostered whenever possible in meeting the basic human needs in the state.
- (c) In every community or neighborhood there are individuals who, by their personality, concern, experience, commitment, and training, can serve as citizen action leaders.
- (d) There presently exists sufficient resources to assist citizen action efforts. There are an infinite number of skilled, experienced community groups, and volunteer organizations available to help mobilize citizen initiatives. Such groups include business and fraternal organizations, churches, women's organizations, voluntary action centers, schools and other community organizations in both the public and private sectors.

- (e) Legal and market disincentives and impediments need to be eliminated in order to establish an optimum environment for citizen initiative and volunteer action.
- (f) There is a need for a clearinghouse, to provide information concerning resources and alternatives to foster self-reliance and citizen action.
- (g) It is not the intent of the Legislature that volunteers replace or supplant public employees, where such employees are providing services deemed necessary for the government to perform, but that they add new dimensions to providing of governmental services.

***Government Code §3110 through §3119.2: California State
Government Volunteers Act***

ARTICLE 2

OFFICE FOR CITIZEN INITIATIVE AND VOLUNTARY ACTION

3113. Office

There is in the Office of the Governor an Office for Citizen Initiative and Voluntary Action, hereinafter referred to as "office", to advocate and encourage citizen initiative and volunteer action.

3114. Administration by director; annual report

The office shall be administered by a director who shall be appointed by and report to, the Governor. The office shall submit an annual report to the Legislature of its activities and shall include in this report, the number of volunteers in state government. The first report of the office shall be submitted to the Legislature no later than June 30, 1979, and shall contain specific objectives developed by the office and means of accomplishing those objectives by December 31, 1981. Subsequent reports to the Legislature shall include the following:

- (a) An assessment of the progress the office is making with respect to the initial objectives set forth in the first report;
- (b) Recommendations for legislation, personnel practices and other relevant material;
- (c) Any analyses, critiques, recommendations, and other pertinent information, provided by the Public Employee Review Committee.

3115. Funding

In addition to funds otherwise provided, the office shall be supported by federal funds. Initial state funding for the office for fiscal year 1978-79 shall be allocated from the Governor's Contingency Fund.

3116. Recruitment, training and acceptance of volunteers to assist state departments and agencies

In order to maximize the involvement of volunteers in state government, the office is, hereby, authorized in order to develop effective citizen involvement to assist state departments and agencies to recruit, train, and accept the services of volunteers, including direct service volunteers or administrative volunteers, to supplement the programs administered by each state department. Specific authorization is, hereby, granted to the office to:

- (a) Take such actions as are necessary and appropriate to promote the active participation of volunteers to enhance and enrich state programs;
- (b) Take such actions as are necessary and appropriate to ensure a receptive and open climate for citizen volunteers within state government and develop meaningful opportunities for volunteers involved in state programs; and
- (c) Take such actions as are necessary to ensure that volunteers and paid staff understand their respective duties and responsibilities, their relationship to each other, and their respective roles in fulfilling the objectives of state government, including clearly established policies which specify that volunteers are not intended to supplant or replace regular public employees but are to augment regular staff functions and programs.

3117. Goals

The goals of the office shall be as follows:

- (a) To foster the spirit of citizen initiative and voluntary action among businesses, industries and individual citizens in the community;
- (b) To enable adequate communication and collaboration whereby individuals and agencies may converse with each other to initiate new programs or improve existing programs for citizen initiative and voluntary action at the local level;
- (c) To identify untapped human, technical and material resources that can be mobilized for the public good through citizen initiative and voluntary action;
- (d) To open up the process of government and social institutions and to provide a common ground for two fundamental concepts, i.e., volunteerism and citizen initiative, to be brought together in mutually supportive relationships as a basis for better service; and
- (e) To achieve an effective and permanent expansion of citizen initiative and voluntary action in community problem solving and citizen participation in the delivery of government services.

***Government Code §3110 through §3119.2: California State
Government Volunteers Act***

**ARTICLE 3
VOLUNTEERS**

3118. Compliance with state policy and regulations

All volunteers shall comply with applicable department and other state policy and regulations. It shall be the responsibility of the state department in which a volunteer participates to insure this compliance.

3119. Authorization to utilize volunteers; obligation to provide staff; rules; understanding of duties and responsibilities

Each state department or division is hereby authorized to utilize the services of volunteers. Each state department or division utilizing the services of volunteers shall:

- (a) Provide sufficient staff for the effective management and development of volunteer programs.
- (b) Develop written rules governing job descriptions, recruitments, screening, training, responsibility, utilization, supervision, and insurance of volunteers.
- (c) Take such actions as are necessary to insure that volunteers understand their duties and responsibilities.

3119.1. Inapplicability of article to certain use of volunteers

The provisions of this article shall not apply to the Department of Aging's use of volunteers, pursuant to the provisions of Titles III (42 U.S.C. 3021 and following), V (42 U.S.C. 3041 and following), and VII (42 U.S.C. 3045 and following) of the Older Americans Act.

3119.2 Advisory body; public employee review committee

- (a) There is hereby created, within the Office for Citizen Initiative and Voluntary Action, an advisory body which shall be known as the Public Employee Review Committee.
- (b) Membership on the committee shall consist of nine members appointed by the Governor. The Governor shall select the members of the committee from lists or nominations prepared by recognized public employee labor unions, organizations, and associations. Membership on the committee shall be proportional to the numbers of persons in the state service represented by each union, association, or organization.
- (c) Membership on the committee is completely voluntary and no member shall be reimbursed for expenses incurred in fulfilling the obligations of the committee.

- (d) The committee shall analyze actions of the office, critique the effectiveness of the office, make relevant recommendations to the office with respect to volunteerism, and provide its determinations thereon to the office for incorporation into the annual report required to be submitted by the office to the Legislature. In Government Code §3112, the Legislature declared (in part):
 - (a) Since the spirit of volunteerism has long animated generations of Americans to give of their time and abilities to help others, the state would be wise to make use of volunteers in state service wherever practically possible.
 - (b) The spirit of citizen initiative and self-reliance that has prevailed throughout the United States for over the past two centuries needs to be recognized and fostered whenever possible in meeting the basic human needs in the state.
 - (a) In every community or neighborhood there are individuals who, by their personality, concern, experience, commitment, and training, can serve as citizen action leaders.
 - (b) There presently exists sufficient resources to assist citizen action efforts. There are an infinite number of skilled, experienced community groups, and volunteer organizations available to help mobilize citizen initiatives. Such groups include business and fraternal organizations, churches, women's organizations, voluntary action centers, schools and other community organizations in both the public and private sectors.
 - (c) Legal and marketing disincentives and impediments need to be eliminated in order to establish an optimum environment for citizen initiative and volunteer action.
 - (f) There is a need for a clearinghouse, to provide information concerning resources and alternatives to foster self-reliance and citizen action.
 - (g) It is not the intent of the Legislature that volunteers replace or supplant public employees, where such employees are providing services deemed necessary for the government to perform, but that they add new dimensions to providing of government services.

Under Government Code §3116, authorization is given to recruit, train and accept volunteers who augment, but not replace, staff:

In order to maximize the involvement of volunteers in state government, the office is, hereby, authorized in order to develop effective citizen involvement to assist state departments and agencies to recruit, train, and accept the services of volunteers, including direct service volunteers or administrative volunteers, to supplement the programs administered by each state department.

It is the intent of the California Department of Parks and Recreation to adhere to the goals of volunteerism as specified in Government Code §3117:

- (a) To foster the spirit of citizen initiative and voluntary action among businesses, industries and individual citizens in the community;

- (b) To enable adequate communication and collaboration whereby individuals and agencies may converse with each other to initiate new programs or improve existing programs for citizen initiative and voluntary action at the local level;
- (c) To identify untapped human, technical and material resources that can be mobilized for the public good through citizen initiative and voluntary action;
- (d) To open up the process of government and social institutions and to provide a common ground for two fundamental concepts, i.e., volunteerism and citizen initiative, to be brought together in mutually supportive relationships as a basis for better service; and
- (e) To achieve an effective and permanent expansion of citizen initiative and voluntary action in community problem solving and citizen participation in the delivery of government services.

Under California Government Code §3118, all volunteers are required to adhere to Department policy and shall undertake no actions within any park property or represent themselves as representatives of the Department or of the State of California without prior approval from the district superintendent, headquarters division chief, or designee. Specifically:

All volunteers shall comply with applicable department and other state policy and regulations. It shall be the responsibility of the state department in which a volunteer participates to ensure this compliance.

Under California Government Code §3119, authority is granted to state agencies to utilize volunteers, with specific and general requirements to provide adequate staff support, establish certain rules, and ensure that volunteers and staff understand their duties and responsibilities within this framework. Specifically:

Each state department or division is hereby authorized to utilize the services of volunteers. Each state department or division utilizing the services of volunteers shall:

- (a) Provide sufficient staff for the effective management and development of volunteer programs.
- (b) Develop written rules governing job descriptions, recruitment, screening, training, responsibility, utilization, supervision, and insurance of volunteers.
- (c) *Take such actions as are necessary to ensure that volunteers understand their duties and responsibilities.*

3119.5 Senior Volunteers

Notwithstanding Section 3118, any state or local agency that chooses to utilize volunteers shall implement a policy whereby no person aged 60 years or older may be excluded from volunteer service if the person is physically, mentally, and professionally capable of performing the services involved. A person shall be deemed professionally capable if he or she can demonstrate reasonable proficiency or relevant certification and performs his or her professional duties in accordance with laws, regulations, or technical standards governing his or her area of volunteer responsibility.

California Fair Labor Standards Act

Chapter Three: Employees Exempt Under the Act

3. Volunteers

Employees who volunteer to perform additional work for the employer during periods outside their regularly scheduled workdays and hours are “not working” as defined under the FLSA if the following criteria are met:

- a. The employees are performing duties different from their regular job.
- b. The “volunteer” does not replace regular employees performing the same duties.
- c. The volunteer is not paid for the volunteer work.
- d. Volunteers may be paid expenses, reasonable benefits, a nominal fee, or any combination thereof, for their hours of service without losing their status as volunteers.

(1) Clothing and Equipment Allowances

An individual who performs hours of service as a volunteer for a public agency may receive payment for expenses without being deemed an employee for purposes of the FLSA. A school guard does not become an employee because he or she receives a uniform allowance, or reimbursement for reasonable cleaning expenses or for wear and tear on personal clothing worn while performing hours of volunteer service.

(2) Training Expenses

Individuals do not lose their status as volunteers because they are reimbursed for tuition, transportation and meal costs involved in their attending classes intended to teach them to perform efficiently the services they provide or will provide as volunteers. Likewise, the volunteer status of such individuals is not lost if they are provided books, supplies, or other materials essential to their volunteer training or reimbursement for the cost thereof.

(3) Benefit Programs

Individuals do not lose their volunteer status if they are provided reasonable benefits by a public agency for whom they perform volunteer services. Benefits would be considered reasonable, for example, when they involve inclusion of individual volunteers in group insurance (i.e., health, life, disability, workers’ compensation) or retirement funds otherwise maintained by the public agency for their employees who perform similar services as the volunteers.

(4) Fees and Stipends

Individuals do not lose their volunteer status if they receive a nominal fee from a public agency. In order to be considered nominal, a fee must be less than the actual or reasonable market value of the services with which it is associated. A nominal fee is not a substitute for compensation.

The following factors may be considered in determining whether a given amount is nominal: the distance traveled and the time and effort expended by the volunteer; whether the volunteer has agreed to be available around-the-clock or only during certain specified time periods; and whether the volunteer provides services as needed or throughout the year. An individual who volunteers to provide periodic services on a year-round basis may receive a nominal monthly or annual stipend or fee without losing volunteer status.

California Department of Personnel Administration
<http://www.dpa.ca.gov/general/publications/manuals/flsa>

CALIFORNIA LABOR CODE §1720-1743: Public Works

1720.4. (a) This chapter shall not apply to any of the following work:

(1) Any work performed by a volunteer. For purposes of this section, “volunteer” means an individual who performs work for civic, charitable, or humanitarian reasons for a public agency or corporation qualified under Section 501(c)(3) of the Internal Revenue Code as a tax-exempt organization, without promise, expectation, or receipt of any compensation for work performed.

(A) An individual shall be considered a volunteer only when his or her services are offered freely and without pressure and coercion, direct or implied, from an employer.

(B) An individual may receive reasonable meals, lodging, transportation, and incidental expenses or nominal nonmonetary awards without losing volunteer status if, in the entire context of the situation, those benefits and payments are not a substitute form of compensation for work performed.

(C) An individual shall not be considered a volunteer if the person is otherwise employed for compensation at any time (i) in the construction, alteration, demolition, installation, repair, or maintenance work on the same project, or (ii) by a contractor, other than a corporation qualified under Section 501(c)(3) of the Internal Revenue Code as a tax-exempt organization, that is receiving payment to perform construction, alteration, demolition, installation, repair, or maintenance work on the same project.

(2) Any work performed by a volunteer coordinator. For purposes of this section, “volunteer coordinator” means an individual paid by a corporation qualified under Section 501(c)(3) of the Internal Revenue Code as a tax-exempt organization, to oversee or supervise volunteers. An individual may be considered a volunteer coordinator even if the individual performs some nonsupervisory work on a project alongside the volunteers, so long as the individual’s primary responsibility on the project is to oversee or supervise the volunteers rather than to perform nonsupervisory work.

(3) Any work performed by members of the California Conservation Corps or of Community Conservation Corps certified by the California Conservation Corps pursuant to Section 14507.5 of the Public Resources Code.

(b) This section shall apply retroactively to otherwise covered work concluded on or after January 1, 2002, to the extent permitted by law.

(c) This section shall remain in effect only until January 1, 2009, and as of that date is repealed, unless a later enacted statute, which is enacted before January 1, 2009, deletes or extends that date.

California Vehicle Code §4000.4: Registration Required: Primary Use

(a) Except as provided in Sections 6700, 6702, and 6703, any vehicle which is registered to a nonresident owner, and which is based in California or primarily used on California highways, shall be registered in California.

(b) For purposes of this section, a vehicle is deemed to be primarily or regularly used on the highways of this state if the vehicle is located or operated in this state for a greater amount of time than it is located or operated in any other individual state during the registration period in question.

California Vehicle Code §17150, §17151: Liability of Private Owners

Every owner of a motor vehicle is liable and responsible for death or injury to person or property resulting from a negligent or wrongful act or omission in the operation of the motor vehicle, in the business of the owner or otherwise, by any person using or operating the same with the permission, express or implied, of the owner.

§17151: Limitation of Liability of Owner, Bailee or Representative

(a) The liability of an owner, bailee of an owner, or personal representative of a decedent imposed by this chapter and not arising through the relationship of principal and agent or master and servant is limited to the amount of fifteen thousand dollars (\$15,000) for the death of or injury to one person in any one accident and, subject to the limit as to one person, is limited to the amount of thirty thousand dollars (\$30,000) for the death of or injury to more than one person in any one accident and is limited to the amount of five thousand dollars (\$5,000) for damage to property of others in any one accident.

(b) An owner, bailee of an owner, or personal representative of a decedent is not liable under this chapter for damages imposed for the sake of example and by way of punishing the operator of the vehicle. Nothing in this subdivision makes an owner, bailee of an owner, or personal representative immune from liability for damages imposed for the sake of example and by way of punishing him for his own wrongful conduct.

Department Administrative Manual (DAM) § 1260

1260 EMPLOYEE VEHICLE ACCIDENT PREVENTION

Vehicle accident prevention concerns not only the safe operation of vehicles but preventive vehicle maintenance as well. Safe operation of vehicles on State business is a requirement of State employment. Each employee who operates a vehicle on State business must have a valid, non-provisional, California Driver's License, for the class of vehicle they drive, a good driving record, and is expected to drive the vehicle safely. An employee may be required to demonstrate knowledge, skill and proficiency before operating a vehicle on State business, and must follow certain vehicle inspection procedures to check the safety of equipment before it is operated.

Department Administrative Manual (DAM) §1265

1265 VEHICLE OPERATION POLICIES AND PROCEDURES

1265.1 Review of Employee Driving Records

Review of employee driving records is part of the performance appraisal process, and safe operation of State vehicles is a job requirement when evaluating the overall effectiveness of employee performance. For every permanent employee authorized to operate vehicles on State business, the supervisor shall insure that the employee is registered on the pull notice system. For seasonal employees, the supervisor will request a copy of the employee's Driver Record from the Department of Motor Vehicles (DMV) once every year to ensure that the employee has a valid Driver's License of the appropriate type and a good driving record.

Driving records will be requested, reviewed, and evaluated by supervisors as part of the hiring interview process for each prospective new seasonal employee who may drive a vehicle on State business (see DAM 0200). Seasonal employees or volunteers will not operate a vehicle on State business before the District Superintendent/Section Manager determines that they have a good driving record and have successfully met operator qualification requirements necessary for certification under the Department's Driver Testing Program. Those with a poor driving record are eligible for duties that do not require vehicle operation on State business. Driving records are confidential. After their review by supervisors they are either (1) signed for approval by the District Superintendent/Section Manager and forwarded to personnel files for employees hired; or (2) immediately destroyed for those employees not hired.

At the time of appointment of any new permanent employee who is a potential driver of a vehicle on State business, the supervisor shall request a Driver Record from DMV and register the driver on the pull notice system. If the employee's drivers record is unacceptable, appropriate action will be taken during the probationary period either to reject or transfer the employee to a position which does not require driving on state business.

An appointment may be postponed if a prospective employee's Driver Record is marginal or doubtful. The information on the DL 414 report is then used by the Personnel Section to request the State Personnel Board to withhold certification until the applicant's driver history is checked. When determining if a driving record is acceptable, a supervisor will consider:

- Driving requirements of the job.
- Physical and mental ability to operate a vehicle safely.
- Names, types, frequency and recency of violations.

- Restrictions placed on license by DMV.

The following are some examples of a poor driving record:

- Three or more convictions of moving violations within the last 3 years.
- A single conviction of more serious violations, such as hit and run, reckless driving, or manslaughter with vehicle, within the last 5 years.
- A single conviction of driving under the influence of liquor and/or drugs within the last 7 years.
- A pattern of accidents within the last 3 years regardless of fault.
- Notices of Failure to Appear (FTA) that remain uncleared.

1265.11 Request for Driver Record

INF 252, Law Enforcement Request for Driver License/Identification Record Information (Figure 1265.11A), is used to request an employee or job applicant Driver Record from the DMV if they will be authorized to drive State equipment, their personal vehicle on State business, or if an employee driver problem exists. If the employee will be on the pull notice system use INF 1103 (Figure 1265.11B). When completing either form, the correct requester code must be entered or the form will not be processed by DMV. The supervisor will submit the appropriate form to the Department of Motor Vehicles. The requester code must be used for all mail requests for Driver Records. The code is a confidential number and is not to be given out to the public. Requester codes are assigned directly by DMV.

1265.12 DMV Pull Notice System

The Department is participating in the DMV automated Pull Notice System, which provides current driver information on permanent DPR employees who may drive State or private vehicles on State business. This automated system enables the Department to maintain compliance with SAM 0750 and DAM 1260, while eliminating the need for manual submission of driver check forms (INF 252) for permanent employees on an annual basis. Districts/ Division/Sections are still required to submit INF 252 annually for seasonal employees.

For Headquarters, Divisions/Sections supervisors shall complete a DPR 865, Drivers Record Request, Headquarters (Figure 1265.12), and submit it directly to Park Services Division, Public Safety for recording and transmittal to DMV.

DMV processes Pull Notice System form data and produces DL 414, DMV Driver Record Information, which lists up-to-date driver license status and moving violation/accident information. Permanent DPR employees who do not have a current DL 414 in their personnel file will not be authorized to drive State vehicles or private vehicles on state business. (Temporary authorization may be given by the District Superintendent or Division Chief for a new employee to drive until receipt of the DL 414.)

Department procedures for the Pull Notice System are:

RESPONSIBILITY	ACTION
District	District: Completes an Employee Pull Notice, INF 1103 for permanent employees who are newly appointed, separating, changing classifications or unit pursuant to the above criteria. Submits to DMV, Information Services, P.O. Box 944231, Sacramento, CA 92244-2310.
Division/Section	Division/Section: Completes DPR 865 and forwards DPR 865 to Park Services Division, Public Safety Section. Public Safety Section compiles DPR 865 information on INF 1103 and submits to DMV.
Department of Motor Vehicles	Processes data, produces driver record report (DL 414) and sends to District/Park Services. Park Services, Public Safety Section separates Headquarters reports by Division and routes reports accordingly.
District Division/Section	Reviews report according to DAM 1265.1 criteria. If report is acceptable, the District Superintendent/Manager will note approval and initial the report. The DL 414 is then sealed in a 6 Ω x 9 Ω manila envelope and placed in the employee's official personnel folder, marked where it remains until replaced by an updated report. If unacceptable driver records are received, the District/Division/Section takes appropriate action.

Once employees are in the Pull Notice System, DMV will provide updated driver reports (DL 414) annually or semi-annually for “no activity” employees, and on an individual incident basis when a violation/accident occurs. Districts/Divisions/Sections will review the updates, verifying that appropriate prior year report information is listed on the new year report before the prior year report’s destruction.

The California Highway Patrol (CHP) may conduct Terminal Inspections under California Vehicle Code, Section 2807.2. The District Superintendent will ensure that all current DL 414s are available for inspection.

The Pull Notice System is an effective tool for monitoring employee driving certifications and actual driving behavior. It is a more efficient means of obtaining already required information in a much more timely and comprehensive manner (automated versus prior manual form inquiry).

1265.2 State Driver Training

Each supervisor must see that the following training is provided to all permanent or temporary employees who operate a State or personal vehicle on State business:

- A. All employees must be provided a copy of DMV Vehicle Code Summary. The employee must demonstrate a satisfactory understanding of the material contained in the Summary before the operation of a vehicle on State business. The Vehicle Code Summary is available from the Local DMV Office.
- B. All employees must attend the first available State Defensive Driver Training Course and successfully complete an approved Defensive Driver Training Course at least once every four years.
- C. Seasonal employees, problem drivers and employees operating special vehicles or driving under conditions not characteristic of general traffic situations must attend special training.
- D. All employees must be provided instructions in the use of seat belts. (See DAM 1265.3).
- E. All employees must be provided instructions in parking and backing of State vehicles. (See DAM 1265.4).

1265.3 DPR Seat Belt Policy

The Department’s seat belt policy includes additional requirements that pertain to all automotive equipment, including but not limited to, administrative and personnel carrying vehicles, bulldozers and graders. It also includes all automotive equipment operated by Departmental personnel on State business regardless of actual ownership of the vehicle(s). The requirements are:

- A. Seat belts shall be installed at all driver and passenger seats.
- B. Whenever the vehicle is in motion, each passenger, whether or not an employee of the State, is required to use the seat belt as defined in Vehicle Code Section 27315.
- C. All seat belts installed in vehicles shall be of a type approved by the U.S. Department of Transportation.
- D. Seat belts shall be maintained in a clean and operable condition.
- E. No private vehicle shall be used on State business unless equipped with an approved seat belt for the operator and passengers.

All employees shall use and ensure that all passengers use available safety equipment in the vehicle being operated, including seat belts and shoulder harnesses. Those failing to comply with safety equipment practices are subject to appropriate disciplinary action.

1265.4

Parking and Backing Policy and Practices

The following safe vehicle parking and backing policy and practices shall be followed by all employees driving on State business:

- A. Vehicles are not to be left unattended unless they have been put in gear (First or Reverse) for manual transmissions or "Park" for automatic transmissions and the parking brake set. Vehicles equipped with microswitch devices must use this procedure along with the device.
- B. Vehicles with either regular or parking brakes that are faulty or out of adjustment are to be repaired immediately and not operated until repairs are completed.
- C. Wheel chocks are to be carried and used on:
 - 1. All Departmental commercial vehicles (those used primarily for transporting property). Each vehicle shall be equipped with two wheel chocks. Use of the wheel chocks is mandatory whenever a commercial vehicle is parked. Wheel chocks are to be placed at the front and back of a rear wheel.

Exceptions are:

- a. When the vehicle is being used in stop and go functions such as litter pickup and garbage handling on level ground and the driver is observing all other safe parking requirements, has been thoroughly trained in the operation of the vehicle and this training is recorded.
- b. When the driver is responding to an extreme emergency and determines that parking the vehicle without wheel chocks will not create an accident hazard. Drivers will be expected to use good judgment in parking vehicles under these emergency conditions.
- c. When the vehicle is parked on level ground in a DPR parking area that is restricted to use by authorized vehicles only, provided the driver is observing all other safe parking requirements.
- 2. Authorized emergency vehicles, other than fire engines, are exempt from wheel chock use.
- 3. Department fire engines shall carry two rigid design wheel chocks, to be placed at the rear wheels whenever the hazard of a rollaway vehicle exists and/or each time the vehicle is parked with the engine operating. When the fire engine is operating and parked on level ground, the wheel chocks are to be placed at the front and back of a rear wheel.
- D. When reasonably possible, vehicles will be parked so that backing will not be necessary. Should backing become necessary, the driver is responsible to circle the vehicle and observe for hazards and adequate clearances before backing. When another employee is present, that person will assist the driver during the backing movement, but responsibility for operating the vehicle remains with the driver.

1265.5 DPR Driver Testing Policy and Program – Field Only

To increase operator proficiency, avoid accidents and reduce equipment maintenance costs, it is policy that field personnel shall not operate self-powered mobile equipment (includes units and combinations of units such as tractor and disc, truck and trailer) unless they possess a valid DPR 161, Equipment Operators Qualification Card (Figure 1265.5). An exception to this policy is allowed when a potential operator is in training under the direct supervision of a qualified operator/instructor. This policy applies to automotive vehicles, heavy equipment, agricultural equipment and all equipment that requires an operator/driver. Shop equipment, small tools and items such as power mowers are excluded, although proper instructions and qualification requirements for such equipment and items are not waived by this policy.

1265.6 Equipment Operators Certification

District Superintendents are authorized to certify all qualified Equipment Operators in their Districts, and may delegate this authority to qualified personnel to perform the actual instruction, testing and evaluation of the operators. Equipment Operators Qualification Cards are not valid unless the certification block contains an authorized signature.

A master record containing the names of the qualified operators, equipment for which they are qualified to operate and their dates of qualification will be maintained in the District Offices.

1265.61 Equipment Operators Qualification Requirements

The following qualification requirements must be met by all equipment operators:

- A. The operator must know the capabilities and limits of the equipment including the location and environment in which the equipment will be used.
- B. The operator must review and understand applicable operator manuals.
- C. The operator must review and understand the servicing or maintenance manual applicable to the equipment, and indicate familiarity with its maintenance and servicing requirements before being qualified to operate it.
- D. The operator must perform an actual demonstration of proficiency under the guidance and control of the instructor/evaluator.
- E. Operator qualifications are valid for four years and operator proficiency must be re-evaluated prior to renewal. Operators may be re-examined when assigned to a new District.

1265.62 Completion of Equipment Operators Qualification Card, DPR 161

The Equipment Operators Qualification Card, DPR 161 is completed as follows:

Equipment Item:	Enter the equipment item so it is clearly understood, using ` abbreviations as needed to fit in space provided. Examples are provided on the card under "Typical Equipment Item Entries". In the space to right of equipment item, enter any special features or accessories that are related to safe operation of the equipment item. Use the legend abbreviations from bottom of card. When re-qualifying an individual for a given equipment item or safety feature, an original entry may be lined out and re-entered on the next available line on the card.
Date:	Enter the date of qualification.
Evaluation By:	Enter first initial and last name of the person performing the evaluation/qualification check.
This is to certify that:	Enter name of person examined and qualified for the listed equipment items.
Signed:	Signature of person authorized to certify operators and issue qualification cards.
Title:	Enter title/job classification of the certifying/issuing person.
Date:	Date of issue of the card.

1265.7 Vehicle Maintenance Policies and Procedures

Supervisory personnel are responsible for the safe operation of vehicles owned or leased by the Department. All operators are responsible for performing a vehicle safety and condition check before operating a vehicle, which shall be made daily or, if the vehicle is not used daily, before the use or operation of the vehicle. In addition, District Superintendents are responsible for the monthly completion of a DPR 401, Monthly Vehicle/Equipment Inspection (Figure 1265.7) for all District vehicles.

The safety check is not required the day a vehicle is delivered from or rented at a fleet garage or when maintained and serviced on a daily basis by qualified personnel specifically responsible for checking vehicles when receiving and dispatching them. No unsafe vehicle shall be operated by an employee, nor is there any actual or implied directive that requires an employee to operate an unsafe vehicle. Any vehicle judged unsafe by the operator should be immediately reported to the responsible supervisor.

1265.71 Monthly Vehicle/Equipment Inspection, DPR 401

The Monthly Vehicle/Equipment Inspection, DPR 401, will be completed by the District/Division for all assigned vehicles. Copies of the DPR 401 should be retained in the District/Division for a minimum of one year.

1265.8 Authorization to Use Privately Owned Vehicles on State Business, STD. 261

Before employees may be authorized to use a privately owned vehicle on State business, they must certify in writing using the STD. 261, (Figure 1265.8) that the vehicle used will remain:

- A. Covered by liability insurance for the minimum prescribed by State law.
- B. Adequate for the work to be performed.
- C. Equipped with safety belts in operating condition.
- D. In safe mechanical condition as required by law.

The District Superintendent/Section Manager is responsible to review and approve this form initially and on an annual basis.